

Position Description

Job Title:	Casual Retail Assistant
Business Group:	Student Services
Section:	The Grad Shop
Directly Reports to:	The Grad Shop Manager
Location:	UNSW Campus, Kensington
Date Revised:	July 2022

PRIMARY OBJECTIVE

This role is required to provide a number of day-to-day retail and sales functions. These include, opening and closing of the store, customer service, cash handling and point of sale, handling of customer enquiries, receipt of stock, stock take, targets, replenishing of shelves, planogramming and basic cleaning duties.

Reporting Relationships

Casual retail staff report directly to the Grad Shop Manager.

KEY TASKS & ACCOUNTABILITIES

Customer Service

- Process sales efficiently;
- Provide excellent customer service, and building good customer relationships;
- Assist customers with any inquiries including by phone or email.

Cash Handling

- Follow correct opening and closing procedures;
- Correct mode of sale used at all times;
- Making sure sales are processed through registers correctly.

Basic Housekeeping

- Cleaning of the register and sales area;
- Cleaning of shelves and fixtures;
- Nightly cleaning of shop floors and removal of all rubbish materials.

Stock

- Stocking shelves with a variety of items as required in correct locations;
- Ensuring stock levels are correct;
- Movement of stock as required.

General

- Comply with Arc's WHS policy and procedures to actively participate in the achievement of a safe working culture;

- Actively engage in fair and equitable workplace practices and behaviour to ensure discrimination free workplace in accordance with legislative requirements;
- Maintain an awareness of Arc's environmental policies and procedures minimising the impact of Arc's business on the environment;
- Adhere to Arc's Vision/ Mission and Values.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

- Experience in a retail environment, with knowledge of and ability to adhere to retail systems and procedures;
- Proven face to face customer service background;
- Demonstrated cash handling experience;
- Demonstrated ability to work with multi-disciplinary teams and to interact successfully with, Arc and UNSW staff and customers;
- Well-developed oral and written communication skills;
- Strong customer service focus and good interpersonal and organisational skills;
- Ability to work independently and in a team environment including during very busy periods;
- Understanding of cultural diversity issues and awareness;
- Ability to maintain integrity of cultural information;
- Demonstrated competent use in Windows XP, with skills in Word and other Microsoft Office applications; and
- Knowledge of Workplace Health and Safety (WH&S) and Ethical Practice, along with the ability to apply these principles in the workplace.