

Position Description

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| Job Title: | Retail Assistant Store Manager |
| Level: | Team |
| Department: | Business Operations |
| Section: | Retail |
| Directly Reports to: | Retail Store Manager |
| Initial Location: | Grad & Gift Store UNSW Campus Kensington |
| Date Revised: | February 2020 |

PRIMARY OBJECTIVE

This role reports directly to the Retail Store Manager and is required to provide a number of day to day retail and management functions. This includes; management of the retail outlet, opening and closing of store and cash procedures, customer service, cash handling, handling of customer enquiries, receipt of stock, weekly stock takes, wage control, staff rostering, staff training, supervising casual retail staff, monitoring of sales targets, replenishing of shelves and some basic cleaning duties. This role also provides ongoing support to the Retail Store Manager.

REPORTING RELATIONSHIPS

The Retail Assistant manager reports directly to the Retail Store Manager.

Reporting to this Position:

Up to 2 casual retail assistants during normal shop times and up to 15 - 30 different casual retail assistants during graduations.

POSITION DIMENSIONS

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| Staff: | Up to 2 during normal shop times and 15-30 during graduations |
| Budget: | The position does not have budgetary accountability but needs to manage the work program for the position in a cost-effective manner. |

KEY TASKS & ACCOUNTABILITIES

Customer Service

- Process sales efficiently;
- Providing good customer service, and building good customer relationships
- Assist customers with fitting of garments and any inquiries;
- During graduations moving stock to the graduation area (auditorium etc), working graduations looking after general daily graduation operations, rostering and managing of 15-20 staff. Hours can change and be early or late from 6am – 11pm.

Cash Handling

- Follow correct opening and closing procedures;
- Correct mode of sale used at all times;
- Making sure sales are processed through registers correctly;
- Ordering change for float from bank;
- Balancing of registers at end of shift;
- Finalising banking for pickup.

Ordering and Receipt of Stock

- Assist with product development
- Orders to be done by order roster on daily basis;
- Orders to be received and marked off to Invoice and P/O;
- P/O to be maintained to match invoice.

Stocktaking

- Stocktakes are to be done to roster on a weekly basis as required;
- One full store stocktakes completed yearly with partial stocktakes throughout the year.

Management

- Manage Staff Rosters;
- Train Staff members;
- Manage the day to day needs of the retail outlet;
- Manage all remote locations;
- Supervise casual retail staff.

Website Management

- Day to day upkeep of the online website including set up of new products and upload to the website, ensure all products are up to date, distribution of online orders.
- Management on the online system and hire orders and refunds during peak hire periods
- End of month reconciliation of the online sales against the finance system

Basic house keeping

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

Stocking of shelves

- Stocking a variety of items as required in correct locations.

Workplace

- Comply with Arc 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.

KEY COMPETENCIES

Adaptability

Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.

Building Trust

Interacting with others in a way that gives them confidence in one's intentions and those of the organisation.

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Contributing to Team Success

Actively participate as a member of a team to move the team toward the completion of goals.

Customer & Student Focus

Making customers' and students' needs a primary focus of one's actions; developing and sustaining productive customer relationships.

Initiating Action

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being pro-active.

Managing Work (includes Time Management) –

Effectively manage one's time and resources to ensure that work is completed efficiently.

Planning & Organising

Establishing courses of action for self and others, to ensure that work is completed efficiently.

Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Safety Awareness

Be aware of and report conditions that affect employee safety.

Tenacity

Staying with a position or plan of action until the desired objective is obtained or is no longer reasonably attainable.

Work Standards

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed; maintaining the highest levels of integrity and confidentiality at all times.

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

SELECTION CRITERIA

- Experience in a similar organisational environment, with knowledge of and ability to adhere to Retail systems and procedures;
- Demonstrated managerial skills, with demonstrated experience in a similar position;
- Demonstrated cash handling skills essential;
- 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 with minimum supervision under sometimes very busy periods;
- Understanding of cultural diversity issues and awareness;
- Ability to maintain integrity of confidential information;
- Demonstrated competent use in Windows XP, with Advance skills in Word and intermediate competent skills in 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.

| AUTHORISATIONS | |
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