

Position Title	Sales Person
Position Type	Permanent
Department	Retail
Reports To	Dept Supervisor then Store Manager
No. Roles Reporting to the Position (inc. Position Titles)	NA
Position Purpose	
Ensure a high standard of customer service and presentation of products in the store in order to maximise sales and exceed customer service expectations whilst maintaining B&B's core values	
Key Accountabilities & Responsibilities	
Customer Focus - Project a professional image by maintaining a neat, tidy and businesslike appearance - Deliver customer service excellence. - Handle routine and specialist customer queries and complaints in a professional and helpful manner. Seek support from Management as required - Project a professional image by maintaining a neat, tidy and businesslike appearance - Provide knowledgeable service and assist customers in making an educated purchase decision	
Product - Understand products and their suitable application - Identify opportunities to increase sales and share these with your Department head and the store Manager - Provide customers with correct product information - Quality check items in the department - Assist in the control of soiled/damaged merchandise as per procedure - Ensure price integrity for all items in the department - Manage housekeeping standards in the department - Attend scheduled training when required - Conduct Point of Sale transactions accurately and according to procedures - Replenish stock - Order stock directly from suppliers (Once approved by the store manager) - Implement stock rotation procedures - Present stock to visual merchandising standards - Manage over shelf filling where required - Build stock displays as required - Assist in actioning all stock returns as required - Ensure ticketing meets required standards	

Safety/Compliance

- Carry out Safety responsibilities as per all Company issued Safe Operating Procedures, Code of Conduct and Safety Policy
- Demonstrate a personal commitment to Safety, Health and Environment principles by complying with and actively participating in training programs
- Only operate machinery you have been trained and authorised to operate
- Report all hazards, incidents and near hits
- Identify continuous improvement ideas and share them with the Store Manager or a member of the Safety team/committee

Teamwork

- Assist colleagues when required
- Ensure personal punctuality including taking breaks at the appropriate time.
- Communicate effectively with other team members including listening, involving others in decisions, sharing information and empathising with their needs
- Ensure all work is completed accurately and within agreed timeframes

Experience, Knowledge and Skills

- Proven customer service experience, preferably within the Retail, Garden, Timber and Building supplies industry
- Ability to work unsupervised if required.
- Ability to work under pressure.
- Extensive knowledge of building practices and products.
- Excellent communication skills.

Key Competencies

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| <ul style="list-style-type: none"> • Knowledge to Choose Correctly • Ability to Perform the required role • Keenness to Improve Performance • Will Strive for Results | <ul style="list-style-type: none"> • Good Communication Skills • Ability to Relate to Others • Willingness to Adapt and learn from Experience |
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Notes

A statutory requirement of every role requires that you ensure awareness and compliance with all legislation that impacts your work area, i.e. OH&S.

The company may require you to undertake additional responsibilities or work in other areas to those outlined in this role clarity subject to business requirements and your skills and competencies.

Reviewed By:

Date:

Employee Signature:

Date: