POSITION DESCRIPTION
SHOP ASSISTANT CASUAL

REPORTS TO: Team Supervisor

SUBORDINATE POSITIONS: Nil

AWARD: Wollongong UniCentre Services Collective Agreement

SECTION: UniShop

JOB SUMMARY

Provide a high level of customer service to a broad customer base. Operation of cash registers and associated stock merchandising. Shelve books and other stock and keep shelves tidy and presentable. Ensure customer enquiries are dealt with efficiently and promptly. Assist with the overall operation of the UniShop.

CUSTOMER SERVICE:

1. Prompt response to customer's queries on shop floor, referring to other staff or supervisor if in doubt.
2. Provide a high level of customer service
3. Assist customers to locate their textbooks

FINANCIAL CONTROL:

4. Operation of computerised cash register
5. Operation of cash requisitions & cash handling
6. Awareness and vigilance in matters regarding to security of stock

PEOPLE AND CULTURE:

7. Support and promote the UniCentre values

BUSINESS PROCESS AND INNOVATION:

8. Shelve incoming stock – General retail re-stocking
9. Maintain a neat and tidy shop
10. Assist in all other retail of UniShop as required

OTHER:

1. Other duties as required by the Manager and/or Supervisors
2. Work in other operations as qualified and required.
WORK HEALTH AND SAFETY:

3. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.


5. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identified hazards if able to do so safely.

6. Participate in workplace consultative meetings as required and recommend improvements to relevant Standard Work Method Statements.

7. Ensure that all tasks are conducted in a manner consistent with the Standard Work Method Statements.

Signed: ___________________________  Date: ________________
Employee

Signed: ___________________________  Date: ________________
Manager
PERSON SPECIFICATION

1. Demonstrated experience in a busy retail environment
2. High standard of personal presentation
3. Good interpersonal and communication skills
4. Well-developed cash management skills
5. Ability to maintain a calm and courteous manner within a busy multi-cultural environment
6. Demonstrated ability to maintain attention to detail
7. Ability to work as part of a team
8. Demonstrated ability to maintain a strong emphasis on continued personal customer service
9. Availability to work a roster between the opening and closing hours
11. Computer Literacy
12. Experience in retail merchandising and stock control procedures.