POSITION DESCRIPTION

SHOP ASSISTANT

RESPONSIBLE TO: Supervisor
SUBORDINATE POSITIONS: NIL
SECTION: Wollongong UniCentre – UniShop

JOB SUMMARY

Perform a range of cashier and shop assistant duties within UniCentre.

SPECIFIC RESPONSIBILITIES

Stakeholder
1. Greet and acknowledge customers in an appropriate manner, being aware of cultural sensitivities
2. Restocking and pricing of goods

Financial
1. Take due diligence in sale transactions, including but not limited to cash handling

Business Process
1. Operation of cash register and/or attend to customer inquiries
2. Assist in the opening and closing of store
3. General cleaning and merchandising as required
4. Other duties as directed

People
1. Attend regular staff meetings
2. Be an active team player
3. Treat all peers and customers with courtesy and respect

WORK PLACE HEALTH AND SAFETY AND INJURY MANAGEMENT

1. Maintain a clean and safe work environment while complying with all UniCentre safety policies and procedures.
2. Work within guidelines as detailed in the relevant safety “standard work method statements”.
3. Report all workplace accidents and hazards to your supervisor. Implement immediate action for identified hazards if able to do so.
4. Participate in workplace consultative meetings as required and recommend improvements to relevant “standard work method statements”.

Signed ______________________________ Supervisor________________________________ Date ______________
PERSON SPECIFICATION

1. 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 small 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
10. Knowledge of current WHS practices
11. Computer literacy
12. Experience in retail merchandising and stock control procedures