POSITION DESCRIPTION
SHOP ASSISTANT - SUPERVISOR

RESPONSIBLE TO: UniShop - Manager
SUBORDINATE POSITIONS: NIL
SECTION: Wollongong UniCentre – UniShop

JOB SUMMARY

Provide a high level of customer service and supervision to a broad client base. Operation, reconciliation of cash registers and associated stock merchandising. Ensure customer enquiries are dealt with efficiently and promptly.

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
2. Reconcile Register Cash/Sales/Bank

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