



POSITION DESCRIPTION

JOB TITLE	Retail Assistant
BUSINESS UNIT	The Shop
REPORTING TO	Retail Manager
LOCATION	Armidale
CLASSIFICATION	General Retail Industry Award 2010
DATE	November 2020

PURPOSE OF THE POSITION

The Retail Assistant will professionally greet, serve and process customer enquiries and sales at The Shop. They will be required to maintain 'up to date' knowledge of The Shop's point of sale and software systems.

The goal is to provide customer service of a high standard and to increase The Shop's growth and revenue through sales maximization.

ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a Director. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNE Life is divided into five (5) business units:

- Commercial Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- SportUNE – incorporating our gym, on campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information/Event Management
- Corporate Services – finance, governance, information management and human resources.
- Student Experience – incorporating Tune FM (student radio) and Advocacy and Welfare Services.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.



KEY ACCOUNTABILITIES

Duties will include, but not be limited to:

- Ensuring high levels of customer satisfaction through excellent sales service whilst maintaining a clean and visually appealing storefront.
- Build collaborative relationships with customers and seek to understand the needs of customers; ensuring you maintain up to date product knowledge across all aspects of The Shop.
- Manage point of sales and stocktake processes, both Face-to-Face and in an online capacity.
- Maintain a cash management procedure which includes handling and processing cash, cheques, credit cards, vouchers and EFTPOS;
- Assist and/or perform administrative duties such as stocktaking, record maintenance and merchandise/textbook receivables.
- Promote and process a broad range of financial agency transactions through Australia Post's technology systems including accepting mail items for lodgement.
- Assist with graduation preparation to include preparing graduation orders as required, handling refunds for graduates as required and assist graduates dress for Graduation ceremonies.
- Assist and/or Create and maintain course listings for bookshop use, campus departments, faculty, library and vendors.
- Comply with UNE Life's policies and procedures relating to equal opportunity, risk management, records management, Workplace health and safety and quality assurance as they apply to this position.
- Undertake reasonable directives of the employer and any other duties required by the Manager as directed by UNE Life Management.

LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.

KEY RELATIONSHIPS

- Direct Reports:
 - N/A
- External Stakeholders
 - Community
 - Students
 - UNE staff
- Internal Stakeholders:
 - UNE Life Colleagues



SELECTION CRITERIA

1. Some retail experience, including proven experience with POS and eftpos systems.
2. Demonstrated superior interpersonal and communication skills and ability to develop effective relationships with key stakeholder and strategic partners.
3. Demonstrated ability to harness technology to improve service delivery, management reporting and decision making.
4. Effective time management skills – able to work within time constraints and prioritise tasks according to The Shop’s needs.
5. Demonstrated awareness of WHS, Safe work procedures.
6. Demonstrated ability to work effectively as part of an interactive team, as well as the ability to work independently.
7. Demonstrated awareness and ability to work well within a diverse workforce

SPECIAL REQUIREMENTS

1. Willingness to work weekends and nights, if required.
2. Willingness to undertake training where required.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			



