

GLASSONS

POSITION DESCRIPTION

Sales Assistant

Job Title	Sales Assistant
Department	Retail
Reports To	Store Manager
Date	December 2017

Overview

A Sales Consultant is responsible for providing exceptional customer service, optimising every customer interaction and achieving sales targets.

Primary Purpose

- To meet and exceed individual sales targets through providing customers with exceptional service.
- To provide exceptional customer service which leaves a positive lasting impression and creates a loyal customer base.
- To maintain housekeeping and store standards.

Dimensions

Dimension	Description
Key Internal Relationships	Retail team
Key External Relationships	General Public

Key Responsibilities (KRA's)

Position Goals and Key Performance Indicators (KPIs) are included in a separate document.

Key Result Area	Actions
Achieve or exceed sales standards and targets	• Adhere to Glassons non-negotiable sales standards at all times • Demonstrate drive, passion and commitment to achieve sales targets • Maximise every customer interaction • Adapt techniques at peak times to maximise opportunities
Deliver exceptional customer experience	• Actively participate in a fun, upbeat and enjoyable work environment which is customer and sales centric • Always spotlight the customer to ensure a high level of customer service is given at all times. Leave the customer with a positive last impression • Sign up customers to Glassons database or any promotions • Behave professionally at all times
Housekeeping	• Continually tidy the store when no customers are in-store
Stock handling	• Unpack, ticket and replenish stock • Refill as requested
Teamwork	• Actively participate as an important team member • Pro-actively support colleagues and Manager • Communicate to Manager if needing to go off the floor
Personal development	• Pro-actively own your ongoing training and development • Complete all Glassons training in the required timeframes
Time management	• Manage time effectively to ensure at work on time and back from breaks as required
Security	• Be alert to store security at all times
Health & Safety	• Adhere to all Health and Safety policies and procedures • Ensure continual Health & Safety education • Proactively identify and mitigate risks • Report any incidences
Other	• Identify continuous improvement opportunities • Conduct other duties as required from time to time • Strictly follow the company dress code standards • Adhere to company policies and procedures at all times

Job responsibilities may be altered periodically to accommodate changes in company structure and direction.

Person Specification

Qualifications

Essential (Minimal Requirements)	Preferred (Ideal)
	Year 10 High School

Experience

Essential	Years	Preferred	Years
		Fast paced fashion sales or customer service role	1

Role Capabilities

Capability	Descriptive Summary
Drives sales results - a competitive goal setter	A competitive goal setter who drives sales results and models on-brand behaviours to ensure sales results are exceeded. Sets sales goals and is focused on their number, behaviours and approach. Persuades and sells ideas/looks to customers. Is independent and persistent.
Retail sales	Optimises every customer encounter to ensure the interaction is maximised by following the Glassons sales non-negotiable steps and offering of up-selling and cross-selling opportunities.
Customer service	Makes the customer feel they are their first customer of the day. Provides every customer with a positive lasting impression where the customer feels they were listened to, understood and needs met or exceeded.
Drive for exceptional customer experience	Knows that the key to the brands success is the front line, and focuses energy on developing, inspiring the team and each other to deliver excellence to the customer always. Intimately lives and enforces the company standards for sales and service. Has a robust understanding of the customer and is innovative when it comes to customer interactions. Identifies and capitalises on emerging needs and trends. Fully aware of the customer profiles, their characteristics and engaging tips. Has a passion for customer service. Understands G-style.
Communication and relationship building	Ability to professionally communicate clearly and effectively. Ability to adapt approach when dealing with different people.
POS	Able to efficiently use POS
Support in other ad hoc operations	Ability to urgently and efficiently count, unpack and hang stock correctly.

Personal Attributes

Capability	Descriptive Summary
Goes above and beyond with a strong sense of urgency	Pulls out all stops with urgency - nothing is too much trouble. Uses initiative and makes things happen. Encourages, supports and guides others.
Self-motivated, high level of awareness and energised	Is highly self-motivated, energetic with the ability to self-manage. Proactive and positive attitude and contribution. Consistently maintaining high levels of productivity; sustaining long working hours when necessary; operating with vigour, effectiveness and determination.
Passionate about fashion, people and the brand	Thrives on keeping up to date with fashion and trends. Loves assisting people to look good while being brand ambassadors.
Resilience and adaptability	Maintains balance and composure in stressful situations, handling stress in a manner that is acceptable to others and to the organisation. Ability to work with urgency in a fast paced and demanding environment. Able to maintain stable performance under pressure. Deals positively and constructively with problems and feedback without becoming defensive.
Flexibility with a willingness and ability to learn and continually change	Ability to continually adapt positively with change. Identify improvement opportunities. Ability and willingness to continually learn new things and strive for continuous improvement.
Takes ownership and accountability	Takes full responsibility for their role, contribution, decisions and the customer experience.
Powerful goal setter	Sets regular goals in their work to ensure continual development and achievement.
Fairness, honesty and integrity	Performs with high integrity, honesty and fairness at all times.
Professional manner	Acts in a way that respects others and meets a high standard of behaviour and dress.

Acknowledgement

I acknowledge that I have read, understood and agree with the requirements of this position. I am able to meet the travel requirements and agree to perform the tasks and duties listed.

Team Member's Name

Team Member's Signature

Date

State Manager's Name

State Manager's Signature

Date