



## SECTION 1: Title and Reporting Relationships

Position title:	<b>Sales Assistant</b>	Location:	<b>Retail</b>
Business unit:	<b>Retail Store</b>	Organisation unit:	<b>Ngahuia Group Ltd</b>
Reports to:	<b>Store Manager (and Assistant Store Manager(s) and/or Keyholder(s) where applicable)</b>		
Direct Reports:	<b>Nil</b>		

### Primary Purpose:

The purpose of this position is to contribute to the achievement of budgeted sales for the store by providing exceptional experience for our customers. This includes providing them with a well presented environment in which to shop, making them feel welcome, assisting them with product selection, providing them with options and add-ons and processing their purchases efficiently.

## Section 2: Key Results Areas

### Service & Sales

- Evidence of contribution to the achievement of monthly and annual store sales
- Consistently demonstrates knowledge of Ngahuia Group customer service expectations
- Demonstrates knowledge of CGA and complies with it when dealing with customers
- Purchases processed efficiently and accurately
- Customer complaints and compliments will be taken into account and discussed when reviewing performance.

### Teamwork

- Uses the Company's Recognition and Reward program and/or other means of thanking and supporting fellow Sales Assistants and management
- Evidence of supportive, helpful, respectful behaviour.

### Product Merchandising

- Carries out instructions relating to the tie-up of marketing and advertising activity accurately and efficiently
- Participates willingly in maintaining store hygiene and presentation standards.

### Stock Management

- Evidence of assistance in maintaining a clean, tidy and orderly stockroom
- Evidence of care taken with product to avoid any stock damage or loss.

### Health & Safety

- Evidence that you have contributed to maintaining a safe working environment e.g. identified or helped managed hazards; reported any staff and customer accidents immediately after event.

### Compliance

- Evidence of compliance with all policies and procedures
- Evidence that management instructions are carried out effectively.

## SECTION 3: Role Accountabilities

### Service & Sales

- Contribute to the achievement of store targets e.g. Sales and Conversion, by providing customers with an exceptional experience
- Achieve weekly sales target where applicable
- Ensure you are competent in all elements of Ngahuia Group customer service expectations, including using GESAC where applicable
- Support the store management team with new service & sales initiatives
- Help the management team utilise the store's K.P.Is to improve the performance of the store
- Support fellow Sales Assistants in their efforts to achieve sales
- Process customer's purchases efficiently



- Resolve all customer complaints quickly and in a professional manner – in conjunction with company policies and store management
- Ensure you have a good working knowledge of the Consumer Guarantees Act (CGA) and ensure compliance with the Act when dealing with customers.

### Teamwork

- Assist store management in the induction and training of new staff, helping them get the best start in their role
- Take time to recognise the efforts and contribution of fellow Sales Assistants and management
- Show support, encouragement, respect and consideration for all members of the team

### Product Merchandising

- Assist the management team to ensure marketing and advertising initiatives are thoroughly 'tied up' in store and carried out according to instructions
- Assist the management team in ensuring the store is compliant with agreed merchandising standards and the Fair Trading Act (FTA)
- Play a part in ensuring store hygiene standards are maintained and the store is well presented at all times – participating in whatever cleaning, tidying and recovery tasks are required
- Liaise with the management team on any stock or promotion related issues, and action store management directives to resolve these.

### Stock Management

- Assist the management team in ensuring the stockroom is well managed, orderly and safe
- Ensure new stock is processed in a timely and accurate manner
- Take all practical and reasonable steps to reduce product loss in store

### Health & Safety

- Comply with relevant legislation in relation to your own duties and work environment, including observing all internal safety procedures and policies, adopting healthy and safe work practices, reporting any hazards or accidents and ensuring that no action or inaction by you while at work, shall cause harm to yourself or any other person
- Ensure you and your team proactively look to create an environment of wellness across the team and working environment.

### Compliance

- Comply with all store and company policies and procedures including till operations, cash handling, absence, etc
- Action directives and assigned tasks from management efficiently and accurately.

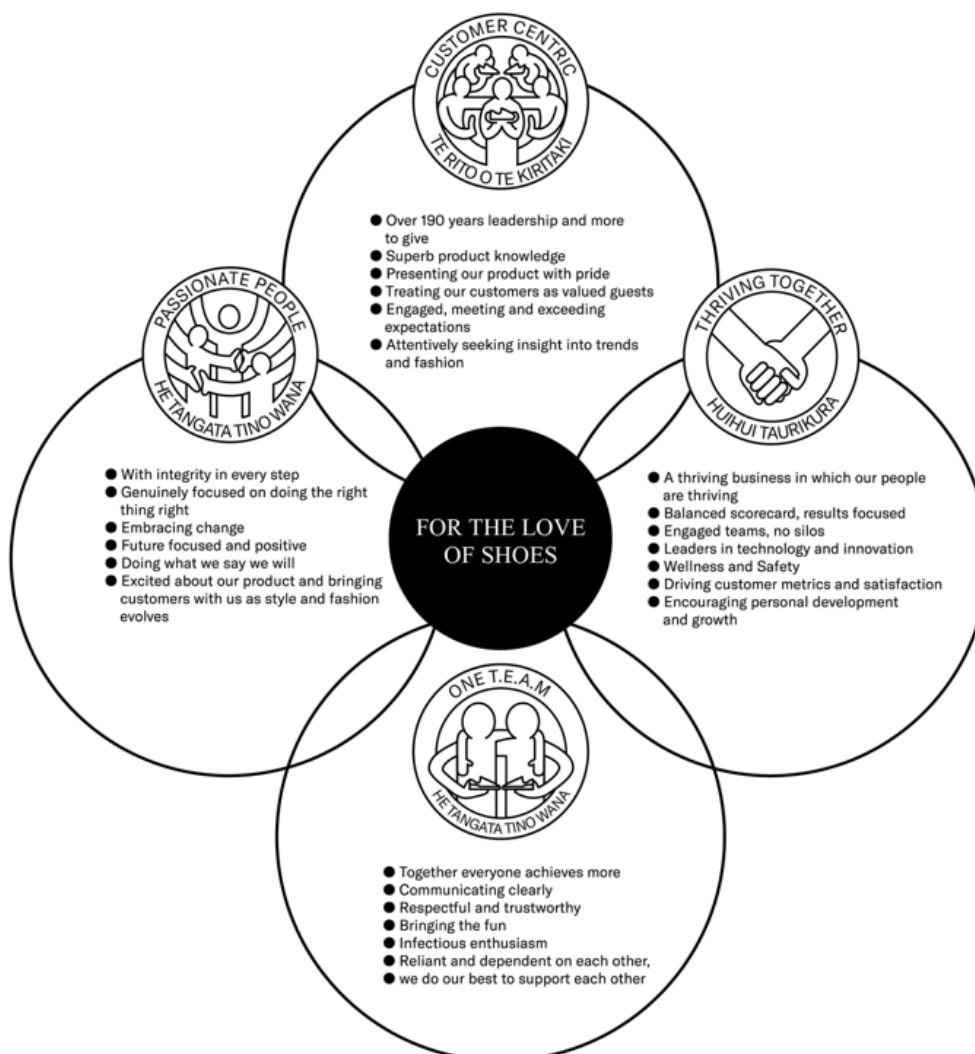
## SECTION 4: Key Relationships

*People and organisations both inside and outside of the company that this position would be required to manage relationships with.*

Internal	External
<ul style="list-style-type: none"><li>• Store Manager, Assistant Store Manager, fellow Sales Assistants, Regional Manager, People &amp; Culture, Payroll and other Support Office staff</li></ul>	<ul style="list-style-type: none"><li>• Customers</li></ul>

## SECTION 5: Our Values

### New Zealand's Ultimate Footwear Destination



## SECTION 6: Skills & Qualifications, Knowledge, Behaviours

Skills & Qualifications	Knowledge	Behaviours
<ul style="list-style-type: none"> <li>● While not necessary, retail or other customer facing experience of approximately one year or more is preferable – ideally within large format retailing.</li> </ul>	<ul style="list-style-type: none"> <li>● Great verbal communication</li> <li>● Sales and service knowledge</li> </ul>	<ul style="list-style-type: none"> <li>● Solutions focussed – likes to problem solve</li> <li>● Acts with integrity – is honest and trustworthy</li> <li>● Takes responsibility for their actions</li> <li>● Team player</li> <li>● Strives to make a difference</li> </ul>

## SECTION 8

Author:	P&C Advisor	Approver:		Date:	
Amended by:		Approved By:		Date:	