

Position Description

Sales Assistant

N+H

As a Sales Assistant, you play a critical role in creating a shopping environment that exceeds our customers expectations, leaving them wanting to visit again. Along with delivering an exceptional customer experience, you will also play an important role in contributing to the success of the Stores sales budgets and KPIs. You will do this by having a deep understanding of our products to help assist customers with product selections and identifying opportunities for up-selling or cross-selling, creating a well-presented shopping environment, making customers feel welcome, and processing their purchases efficiently.

Reports to: Store Manager
Department: Retail Stores
Direct reports: None

Key people you'll work with

- Store Manager & Assistant Manager
- Sales Assistants/Keyholders
- Customers
- Regional Manager

What you'll bring with you

- While not necessary, retail or other customer facing experience is beneficial
- Great verbal communication

How you'll show up

- Sales and service focussed
- Solutions focussed – likes to problem solve
- Acts with integrity – is honest and trustworthy
- Takes responsibility for my actions
- Be a team player
- Strives to make a difference
- Behave in line with our values
- Follow all internal policies and procedures

How you will contribute to the business

Service & Sales

- Do your part to help achieve store targets and individual key performance indicators (KPIs)
- Serve customers in line with our internal customer service principals
- Process transactions efficiently and accurately on the till as per our internal mode of sale
- Supporting the leadership team with new initiatives

Teamwork

- Support your team and recognise their contributions through the recognition and rewards program
- Maintain a supportive and respectful team environment
- Efficiently carry out tasks assigned by the leadership team as per the store operating rhythm

Product Merchandising

- Collaborate with the leadership team to execute marketing initiatives and maintain merchandising standards
- Ensure great store cleanliness and presentation, which is in line with the Retail Store Standards (RSS) guide

Stock Management

- Manage the stockroom effectively, ensuring timely and accurate stock processing
- Storing products correctly and safely in the stockroom to minimise product loss and maintain safety standards

Training & Development

- Complete all assigned training as required to fulfil your role
- Support new team members with their learning

Health & Safety

- Maintain a safe work environment by following internal safety policies and procedures
- Proactively promote safety and wellness within the team and workplace
- Notify the leadership team of any hazards or events as soon as you can

Outcomes you are responsible for

Service & Sales

- Achieving individual KPIs
- Demonstrating customer service principles with all customers
- Following all internal policies and procedures
- Acting in a way that minimises customer complaints and escalate any complaints to the management team to resolve
- Ensuring the till remains balanced through accurate processing of transactions

Teamwork

- Recognising and supporting fellow team members to help create to positive working environment

Product Merchandising

- Executing marketing initiatives accurately
- Following all RSS guidelines

Stock Management

- Processing stock safely, efficiently and accurately on a daily basis
- Maintaining a safe and efficient stock room to minimise stock damage or loss

Training & Development

- Completing all learning modules on time that are required for you and your role

Health & Safety

- Actively contributing to a safe work environment by identifying and reporting hazards and accidents promptly

Our Values

New Zealand's Leading
Footwear Retailer

CREATING EXPERIENCES AND STYLE THAT MAKES US ALL SMILE

CUSTOMER FOCUSED



CUSTOMER CENTRIC

- Over 190 years leadership and more to give
- Superb product knowledge
Presenting our product with pride
Treating our customers as valued guests
- Engaged, meeting and exceeding expectations
- Attentively seeking insight into trends and fashion



THRIVING TOGETHER

- A thriving business in which our people are thriving
- Balanced scorecard, results focused
- Engaged teams, no silos
- Leaders in technology and innovation
- Wellness and Safety
- Driving customer metrics and satisfaction
- Encouraging personal development and growth



PASSIONATE PEOPLE

- With integrity in every step
- Genuinely focused on doing the right thing right
Embracing change
Future focused and positive
Doing what we say we will
- Excited about our product and bringing customers with us as style and fashion evolves



ONE TEAM

- Together everyone achieves more
- Communicating clearly
Respectful and trustworthy
Bringing the fun
- Infectious enthusiasm
- Reliant and dependent on each other,
we do our best to support each other