



CHEAP AS CHIPS

WHAT I DO

Position Title: Shop Assistant
Reports To: Store Manager

PURPOSE OF POSITION

Shop Assistants are responsible for having a positive impact on the results of their Cheap as Chips store by maximizing sales through excellent customer service, displays and merchandising, ticketing, pricing, housekeeping, security and stock control. They work as an integral part of a team and take responsibility for demonstrating company values in every customer and team interaction.

WORKING RELATIONSHIPS

A Shop Assistant reports to the Store Manager and has significant working relationships with Assistant Store Managers and the Warehouse (especially drivers).

WHAT I DO

Customer Service. I:

- have a passion for customer service and responds promptly to customer enquiries, adapting to each person's needs.
- create a friendly, informal and fun environment for customers to shop in.
- strive to keep up to date on product ranges and individual product features.
- assist customers with buying decisions and promotes the sale of add on items (e.g. Register Challenge).
- treat all customers with respect, compassion and equality.

Display and Merchandising. I:

- position new merchandise to create interest and maximise sales.
- design and maintains displays that attract customers and promotes merchandise.
- use "hot spots" effectively.
- group related stock to create add on sales.
- maintain signage that is accurate and has an impact.

Floor Work. I:

- check daily to ensure that all stock is clearly ticketed.
- consistently tidy stock and fixtures to promote ease of shopping.
- implement the stores daily housekeeping routine.
- take responsibility for cleaning the store to make it appealing to customers.

Store Room. I:

- accurately check all stock quantities, prices and codes against invoices.
- price all stock clearly and correctly and ensures that the code scans.
- record any discrepancies clearly on invoices for correction.
- ensure that stock reaches the sales floor as quickly as possible.
- group any excess stock neatly and in its relevant section.

Register work. I:

- serve customers in a courteous and friendly manner.
- promote the Register Challenge with every customer I serve.
- use the point of sale and EFTPOS with confidence, speed and accuracy.
- deal with customer queries promptly, seeking management assistance when needed.
- keep the register clean and clear of excess stock at all times.

Security. I:

- monitor customer activity and deter theft while performing other tasks.
- check bags as customers leave the store.
- call for assistance and support as required.

Trolley Collection. I:

- am responsible for the collection of shopping trolleys from the surrounding car parks.
- ensure shopping trolleys are collected in accordance within the guidelines of the trolley collection procedure.
- report any damaged trolleys to the management team.

General. I:

- completed all other duties as reasonably required/directed by the Store Management Team and Regional Sales and Operations Manager.

Work Health and Safety. I:

- take reasonable care to ensure my own safety.
- do not place others at risk by any act or omission.
- follow safe work procedures.
- correctly use, care and maintain equipment as instructed and for the purpose they have been intended for.
- maintain a safe and clean working environment at all times.
- contribute to the health and safety of all staff by ensuring all WHS policies and procedures are adhered to.
- identify, report and address hazards and WHS problems as they arise.
- report injuries.

ESSENTIAL CRITERIA

- sound interpersonal skills strongly focused on the provision of quality customer service.
- ability to work as part of a team.
- a high level of attention to detail.
- strong verbal communication skills.

DESIRABLE CRITERIA

- previous experience in the retail industry.
- experience cash handling and using EFTPOS.

CHEAP AS CHIPS VALUES

Know the locals – We are a key representative in the community.

Compete locally everyday – We know who our competitor is and what they are doing.

Thrifty and Lean – We deliver a low cost operating model.

Disciplined and Efficient – We execute company expectations productively and to a high standard.

ACKNOWLEDGEMENT

Employee Name

Employee Signature

Date