



POSITION DESCRIPTION

– Retail Employee - Level 1 –

Department:	Store Sales	Award:	General Retail Award 2020
Reports To:	• Store Manager • Store Support Manager • Sales & Operations Manager		

Primary Purpose of Position:

1. To support the store team in all aspects of the retail store business in a highly professional manner.
2. Ensure that the Store is a positive sales and customer focused environment and is productive in its internal store processes.
3. To provide outstanding and consistent customer service and to achieve store sales targets.

Key Relationships:

Internal:	• Store Manager, 2IC • Store Support Manager • Sales & Operations Manager • Other Store Managers
External:	• Valued Customers • Supplier's Representatives and their Customer Service dept

Key Responsibilities & Duties:

1. Achieve personal sales targets whilst contributing to the overall store sales target.
2. Contribute by example in creating a sales-focused environment through excellent customer service.
3. Create in store energy to assist in driving sales through high energy service skills.
4. Learn and understand the features of products and what their advantages and benefits are for customers.
5. Appropriately greet and qualify customers, explain product features, advantages and benefits and close sales according to the company's sales and customer service policies.
6. Understand and demonstrate Wilson Retail Pty Limited 7 steps selling techniques.
7. Lead by example in the areas of customer acknowledgement and service.
8. Ensure that The Wilson Retail Pty Ltd mystery shop program scores are achieved if shopped.
9. Contribute to ensuring that the store is tidy and presentable Wilson Retail standards.
10. Ensure that a consistently high customer service standard is achieved.
11. Understand and comply with the Wilson Retail Pty Limited Company Policies and Code of Conduct.
12. Supporting the store team to:
 - a. carry out all procedures and processes within the store operations as required.
 - b. Understand all company systems as required.



Personal Competencies:	• Shows urgency • Honest • Very customer focused • Very sales focused • Strong team player • Good communication skills • Positive outgoing nature • Planned and organized • Results driven • High work ethic • High standard of personal presentation with a positive outgoing nature. • Behaviour consistent with Wilson Retail Pty Limited values.
--------------------------------------	---