



POSITION DESCRIPTION

Position title:	Retail Assistant
Location:	17 Ranceby Road, Poowong, Vic 3988
Business:	Yarragon Rural Supplies
Reports to:	Store Manager

COMPANY BACKGROUND

Our chain of Rural stores consists of Poowong Dairy and Hardware, Yarragon Rural Supplies and Bunyip Rural Supplies. Poowong Dairy and Hardware opened in 2014 and is the second of our chain of Rural stores across Gippsland.

All of our shops work together consistently, to bring the best customer experience and service possible, stocking a range of useful rural supplies to local communities.

ROLE PURPOSE

The Retail Assistant position is primarily responsible for providing customer service and sales support.

DUTIES AND RESPONSIBILITIES

- Provide customer service within the store and over the phone.
- Develop a knowledge of products and assist customers with their needs.
- Process payments and accounts and customer refunds.
- Answer queries and handle customer complaints, sending them to management if necessary.
- Receive, process, and organise deliveries for display and/or appropriate storage.
- Assist with cleaning the store and appropriate presentation of products.

The following responsibilities are relevant to full time employees:

- Monitor product stock levels and contribute to stock orders as required.
- Undertake deliveries as required.

SKILLS

1. Well-developed skills in communicating and customer service.
2. Good computer skills and ability to operate point of sale software.
3. Initiative and an ability to work autonomously but also as part of a team.

QUALIFICATIONS, LICENCES & WORK EXPERIENCE

1. Previous retail sales experience is preferred.
2. A rural or farming background and/or knowledge of rural supplies products is preferred.

The following licences are relevant to full time employees:

1. Victorian Drivers License.
2. Forklift License is preferred.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct, in accordance with workplace legislation and internal policies.

1. Participate in the development of a safe and healthy workplace.
2. Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
3. Co-operate with management in its fulfilment of its legislative obligations. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
4. To report any injury, hazard or illness immediately, where practical to their supervisor.
5. Not place others at risk by any act or omission.
6. Not wilfully or recklessly interfere with safety equipment.

Further information can be found in the Occupational Health and Safety policy and related internal policies and procedures.

PHYSICAL REQUIREMENTS OF THE POSITION

This position involves the following physical requirements:

- Standing and walking for long periods of time.
- Driving a vehicle and forklift.
- Working in hot conditions.
- Lifting, carrying, holding, pushing or pulling heavy and/or bulky items, using practices and/or equipment to ensure safe manual handling.