



JOB DESCRIPTION

Title of Position: Sales Assistant

Location: Auckland, Hamilton, Napier, Mount Maunganui, Papamoa, New Plymouth, Palmerston North, Wellington, Nelson, Christchurch, Queenstown, Invercargill, Dunedin, Whangarei

Reporting to: Store Manager

Position Overview

- To provide the highest level of service to all our customers and proactively contribute to team sales targets

Main Objectives of Position

Customer Service

- Ensure the highest level of service is provided to our customers assisting them in a professional and enthusiastic manner at all times by:
- Approaching customers proactively throughout the store at all times
- Confidently talking with customers to determine their needs and wants
- Identifying and communicating the product features and benefits that meet the customer's needs
- Using positive closes at the end of every sale
- Following up on all customer queries at all times
- Handling complaints professionally and in a positive manner at all times

Sales

- Proactively upsell garments by offering alternative styles, size, colours all times
- Suggest accessories, matching product and 'two for' specials at all times
- Provide a proactive assistance to customers in fitting and coordination of clothing
- Ensure you have an up to date knowledge of stock location within the store and the new products available in our catalogues at all times
- Complete and return product quizzes within the required timeframe

Product /Personal Presentation

- Proactively advocate Max product through wearing pre approved and purchased clothing from the current fashion range
- Ensure personal presentation is of a high standard at all times

General

- Perform duties as allocated via the roster and provide assistance with housework duties as and when required
- Attend meetings and training/coaching workshops as and when required
- Read staff noticeboards so that you are aware of necessary changes and promotions
- The responsibilities do not describe in detail the activities of the role. This is to encourage flexible work practices and to accommodate changes in responsibilities in line with the needs of the business.

Position Holder's Name _____ Date _____ Signature _____

Health and Safety

- Ensure company health and safety policies and procedures are adhered to.

Key Responsibilities	Activities	KPIs
Customer Service	<ul style="list-style-type: none"> • Highest level of customer service provided at all times • Handle customer enquiries and/or complaints in a professional manner ensuring a satisfactory resolution is met at all times 	<ul style="list-style-type: none"> • Nil incidence of customer complaint about poor service received • Maintain Mystery Shopper survey results to a high level • Customer issues resolved in a timely manner
Sales	<ul style="list-style-type: none"> • Proactively upsell apparel and accessories • Proactively provide assistance to customers with fitting and coordination • Maintain up to date product knowledge and location within store 	<ul style="list-style-type: none"> • Individual and store sales targets met on a weekly and monthly basis
Training & Development	<ul style="list-style-type: none"> • Attend and complete training as requested • Sales Training Programme and Induction completed 	<ul style="list-style-type: none"> • All training is completed to the required level and within required timeframe
Personal Presentation	<ul style="list-style-type: none"> • Advocate Max product by wearing pre approved clothing from Max range 	<ul style="list-style-type: none"> • Personal presentation of a high standard at all times
Health & Safety	<ul style="list-style-type: none"> • Adherence to Health & Safety practices and policy 	<ul style="list-style-type: none"> • Nil incidences of non-compliance

PERSONAL ATTRIBUTES AND MOTIVATION

- Passionate, positive, enthusiastic
- Determined to achieve
- Open, friendly and honest
- Team player
- Prepared to go the extra mile
- Quality and customer focused
- Community conscious
- Open minded and flexible to change

SPECIALIST SKILLS, EXPERIENCE AND QUALIFICATIONS

- Proven sales record
- Previous experience in Retail and/or customer service
- Proven ability to work in a busy team environment
- Commitment to providing exceptional customer service
- Demonstrates pride in personal presentation
- Proven ability to co-ordinate clothes for customer and merchandise product
- Proven ability to communicate well with people
- Computer literacy

Position Holder's Name _____ Date _____

Signature _____