

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Title of Position:** |  Stock Room / Sales Assistant |
| **Location:** |  Auckland, Hamilton, Napier, Mount Maunganui, Papamoa, New Plymouth, Palmerston North, Wellington, Nelson, Christchurch, Queenstown, Invercargill, Dunedin, Whangarei |
| **Reporting to:** |  Store Manager |
| **Date:** |  March 2013 |

**Position Overview**

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

**Main Objectives of Position**

**Stock Preparation**

* Maintain a tidy and orderly stockroom at all times.
* Accurately record all inward and outward goods. Any discrepancies to be reported in a timely manner.
* On a daily basis, prepare product for the store ensuring all product is quality checked and ironed, ‘security tagged’ and hung or folded correctly to store standard ready for placing in the store.
* Provide exceptional product and system knowledge during all interactions with internal customers.
* Ensure the highest level of service is provided to our customers assisting them in a professional and enthusiastic manner at all times.

**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.

**Health and Safety**

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

|  |  |  |
| --- | --- | --- |
| **Key Responsibilities** | **Activities** | **KPIs** |
| Stock Preparation | * Record inward/outward product
* Stock prepared for placement in store
* Maintain a tidy stock room
 | * Stock prepared in an efficient manner
* All stock prepared to the required standard
* Stockroom kept tidy at all times
* Accurate records kept
 |
| Customer Service | * 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
 | * 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 | * Proactively upsell apparel and accessories
* Proactively provide assistance to customers with fitting and coordination
* Maintain up to date product knowledge and location within store
 | * Individual and store sales targets met on a weekly and monthly basis
 |
| Training & Development | * Attend and complete training as requested
* Sales Training Programme and Induction completed
 | * All training is completed to the required level and within required timeframe
 |
| Personal Presentation | * Advocate Max product by wearing pre approved clothing from Max range
 | * Personal presentation of a high standard at all times
 |

**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