



JOB DESCRIPTION

Title of Position:	3IC
Location:	Auckland, Hamilton, Napier, Mount Maunganui, Papamoa, New Plymouth, Palmerston North, Wellington, Nelson, Christchurch, Queenstown, Invercargill, Dunedin, Whangarei
Reporting to:	Store Manager
Functional Relationships:	National Retail Manager, Regional Manager, Store team, Max Head Office

Position Overview

This position's primary responsibility is to perform the role of Sales Assistant and then as required assist the Store Manager and Assistant Manager in the management of the Retail Store through effective leadership and management of the day to day operations, role modelling and providing the highest level of service to customers at all times.

Main Objectives of Position

Sales Assistant

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

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- 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

3IC

- *To ensure all Retail team members provide an exceptional service to customers at all times.*
- To support the implementation of the operational plans and the achievement of sales, customer acquisition and profitability targets for this function.
- To support the Store Manager and Assistant Manager to manage the operating cost within the budgeted allocations including wages to sales and all controllable expenses associated with the store.
- To fulfil the Retail Store Manager's (RSM) responsibilities as requested by RSM, managing the day to day operational requirements and be responsible for the efficiency and effectiveness of this function.
- To ensure all team members have a high level of personal presentation at all times and team members are proactively advocating Max fashion trends through wearing product from current season.
- To ensure the store is presented to a high standard at all times.
- To maintain and implement retail systems to support the quality service standards across all stores.

Health and Safety

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

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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
Customer Service Management	<ul style="list-style-type: none"> Ensure all team members provide an exceptional standard of service to all customers at all times Ensure the diligent processing of all enquiries, complaints, orders and customer maintenance 	<ul style="list-style-type: none"> Six monthly Mystery Shopper surveys to achieve an average of 85% rating All enquires and maintenance updates are to be followed through within a reasonable timeframe as directed by the Regional Manager All complaints are to be dealt within 24 hours meeting Retail guideline requirements
Financial Management	<ul style="list-style-type: none"> Provide support to the Store Manager to manage the profitability requirements of the store through effective people and stock management practices Provide support to the Store Manager to implement effective staffing levels in rosters to manage wage to sales budgets whilst providing effective customer service standards 	<ul style="list-style-type: none"> Achievement of agreed profitability, sales, sales to wage% and expense budgets Reports to be presented accurately with supporting analysis within the require timeframe

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	<ul style="list-style-type: none"> • Reports to be provided as requested 	
Stock Management	<ul style="list-style-type: none"> • Assist the Store Manager to ensure the retail store has an effective stock movement process from stock receipt to stock display • Completing accurate stock takes as required with minimal inconveniences to the customers 	<ul style="list-style-type: none"> • Stock levels are to meet the required levels for the store • All stock is to be security beeped as required • Stock is to be processed promptly - being placed in store within a 24 hours period from the time of receipt • Stock take is to be completed within required timeframe resulting with a minimal % of stock shrinkage
Store Management	<ul style="list-style-type: none"> • Ensure the shop is locked, free of customers and alarmed at the end of each day • Ensure all tills and floats are ready for shop transactions at Store opening and are balanced and securely locked in the safe at the end of day • Be proactive in presenting systems and procedures to improve the effectiveness of the Retail store • Maintain a high level of Store presentation and cleanliness through cleaning of store on a daily basis 	<ul style="list-style-type: none"> • There are no unexpected surprises of procedures not being followed • Store is clean and presentable at all times
Merchandising	<ul style="list-style-type: none"> • Merchandise shop sales and promotions to maximise sales opportunities and revenue • Merchandising plan to be implemented as per the merchandising non negotiable standards • Present window displays that entice customers to shop in the store 	<ul style="list-style-type: none"> • Merchandising plans to be implemented as directed and completed within required timeframe • Window displays are be changed as instructed by the Visual Merchandiser and completed within required timeframe
Staff Management and Leadership	<ul style="list-style-type: none"> • Ensure staff have high level of presentation at all times, wearing new season product within required timeframe and reflecting Max fashion trends 	<ul style="list-style-type: none"> • Team members are performing with the required skills and level of professionalism • Staff are well presented at all times, meeting the required presentation standards

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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

- Min 2-3 years retail experience
- Proven merchandising ability
- Proficiency in sales and customer service
- Excellent communication skills – written and verbal
- Computer literacy

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Signature_____