

HALLENSTEINS

JOB DESCRIPTION: SALES ASSISTANT

RELATIONSHIPS

JOB TITLE	Sales Assistant
REPORTS TO	Branch Manager
STAKEHOLDERS:	<i>Internal:</i> Retail Team – Sales Assistants, Tailored Consultants, VMs, Branch Management (BM, ASM, 3iC) <i>External:</i> Customers, General Public

RESPONSIBLE FOR

Sales Assistants are the face of our business – creating connections between customers and the product, achieving sales targets and supporting an exceptional customer experience and team environment. Sales Assistants are able to demonstrate an understanding of key products and have a passion for trends which they can share with others.

MAIN ACTIVITIES

Sales and Customer Experience

- Demonstrate drive, passion and commitment to achieve and exceed sales targets
- Adapt and flex approach to suit the needs of different customer profiles, demonstrating respect and professionalism in all customer interactions
- Actively participate in a fun, upbeat and enjoyable work environment which is customer and sales centric
- Maximise every customer interaction leaving them with a positive last impression, acting as a positive brand ambassador
- Ability to work with urgency in a fast paced and demanding environment dealing positively and constructively with problems and feedback

Teamwork, Communication and Professional Development

- Contribute and participate to a cohesive and driven team that works positively together
- Performs with high integrity, honesty and fairness at all times.
- Communicate appropriately with customers, adapting approach
- Proactively support the team and managers, using initiative
- Maintain open communication with manager, including if needing to go off the floor
- Pro-actively own your ongoing training and development, completing all Hallenstein Brothers training in the required timeframes
- Manage time effectively to ensure completion of tasks by deadline, ensuring timely return from breaks

Housekeeping and Compliance

- Use down time to clean and tidy the store ensuring dressing guidelines are maintained
- Unpack, ticket and replenish stock, infill as requested
- Comply with and support conformity with Hallensteins standards, policies and procedures including dress code.

Health, Safety and Security

- Comply with Health and Safety requirements, policies and procedures and ensure continual education
- Proactively identify and mitigate risks and report any incidences

Miscellaneous

- Identify continuous improvement opportunities for improvement in processes, responsibilities and customer experience
- Conduct other duties as required from time to time

Job responsibilities may be altered periodically to accommodate changes in company structure and direction set by GM.

PERSONAL PROFILE

CORE COMPETENCIES:	• Customer orientated, driving drives sales results and models on-brand behaviour to ensure sales results are exceeded. • Verbal and written communication • Attention to detail and initiative
QUALIFICATIONS:	NCEA Level One (Preferred)
OTHER REQUIREMENTS:	Right to work in New Zealand