

D'Aquino's Group of Companies

Position Description



Position: **Retail Assistant**

Reporting To: Retail Manager
Paul Chester – Group Retail Manager
Rex D'Aquino – Managing Director

Performance Review Period: Bi-annually

Purpose of the Position:

This role is responsible for the efficient daily operation of a retail outlet within D'Aquino Group of Companies. Reporting directly to the Retail Manager this role is responsible for customer service, stock control and general housekeeping matters.

Knowledge, Skills, Experience and Requirements:

Essential

- Responsible Service of Alcohol
- Strong communication skills
- Knowledge of liquor industry

Desirable

- Forklift licence
- Cash handling skills
- Intermediate computer skills
- Experience in ordering & placing orders

Responsibilities and Duties:

Customer Service

- Greet customers and ascertain what each customer wants or needs.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Answer questions regarding the store and its merchandise.
- Place special orders or call other stores to find desired items.
- Exchange merchandise for customers and accept returns.
- Bag or package purchases.
- Provide quotes.

Cash Handling

- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Compute sales prices, total purchases and receive and process cash or credit payment.

Security

- Watch for and recognise security risks and thefts, and know how to prevent or handle these situations.
- Follow all open/close procedures accurately.

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	<ul style="list-style-type: none"> Respond to out of hours alarm call outs when on duty.
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Housekeeping	<ul style="list-style-type: none"> Clean stock, shelves, counters, tables and floors. Conduct minor maintenance of shop such as replacing fluorescent lights and cleaning the air conditioning filter. Ticket, arrange and display merchandise to promote sales. Organise contractors such as an electrician or plumber when required. Maintain records related to sales.
Stock Control	<ul style="list-style-type: none"> Conduct annual stocktake of inventory Place orders with suppliers.
Occupational Health & Safety	<ul style="list-style-type: none"> Observe the company safety policy. Always wear appropriate PPE. Maintain a clean workplace.

Job Conditions:

As per the conditions specified in the General Retail Industry Award 2010, code MA000004.

A copy of this award can be found at the Human Resource Department or the Fair Work Australia website at www.fairwork.gov.au.

Key Relationships:

Internal	<ul style="list-style-type: none"> Liaise with the Retail Manager on a continuous basis. Liaise with the Group Retail Manager as required. Liaise with the Managing Director and Head Office Managers on a "as needs" basis.
External	<ul style="list-style-type: none"> Liaise with and organise suppliers when required. Liaise with security personnel when required.

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