

REVITAL LTD

JOB DESCRIPTION SALES ASSISTANT

The purpose of this Job Description is to ensure that both the individual and the company are clear about the role, responsibilities and tasks the post-holder is expected to carry out and how the post-holder contributes to the aims and objectives of Revital Limited. However, the business operates in a rapidly changing and highly competitive environment, so it is important that the Job Descriptions is flexible, to enable the company to respond quickly to changes and to accommodate the development of the individual.

Job descriptions will be reviewed annually and will be supported by objectives that are specific to the individual such as target setting, goals and improvements to be achieved in a set time period.

Responsible to:

Revital's Sales Assistants report to the Store Manager at the shop in which they are employed to work, and are part of the retail team. In the Store Manager's absence, the Sales Assistants report to the Assistant Store Manager or Area Manger (At some locations there are therapy rooms, and the Sales Assistants may also undertake duties for the Therapy Rooms.)

Overall Job Purpose:

The Sales Assistant is a key member of the retail team, undertaking operational processes as and assisting in the smooth and efficient running of the store. The Sales Assistant also plays a vital role in communicating Revital's values and product policies to customers and educating the public about natural remedies: they are our first line representatives in the local communities which Revital serves.

Key Duties & Responsibilities of the Post:

1. Customer Service

Ensuring customers receive excellent service at all times, by:

- Acknowledging customers as they enter the store.
- Always prioritising customers over any other tasks.
- Interacting with customers in a friendly and polite way.
- Answering customer's queries.
- Offering information, and individual guidance, helping customers to choose remedies through learning about their own healing process and by self-discovery.
- Accessing information requested by customers.
- Dealing with any customer complaints in an efficient manner, and seeking the support of the Store Manager or Assistant Store Manager if necessary.
- Efficiently carrying out sales transactions using the tills, and always following the correct procedures.
- Wrapping purchases neatly to ensure a high level of presentation.
- Completing stock transfers as requested by the Shop Manager.
- Answering telephone calls in a helpful, efficient and appropriate manner.
- Maintain a high level of appearance/dress and personal hygiene at all times

2. Merchandising and Shop Standards

Maintaining excellent standards throughout the store, paying particular attention to:

- Ensuring the counter is clear and tidy
- Ensuring the stock is displayed to best advantage at all times and that shelves are kept clean, tidy and dust free.
- Ensuring the shelves are always well stocked

- Ensuring all products are clearly labelled with a price, replacing labels as necessary.
- Ensuring testers are kept clean and fresh, and labelled correctly.
- Ensuring that stock is put on the shelves using a system of 'rotation', and also sold in rotation (i.e. oldest stock displayed at front of shelves, and the oldest stock sold first) to minimise wastage through out of date stock.)
- Informing the Store Manager of any items, which are out, or going out of, stock.
- Assisting the Store Manager with the receiving of stock by checking delivery against delivery notes, and immediately reporting any stock delivery shortages to the Shop Manager.
- Assisting the team in meeting daily sales targets
- Assisting in stock takes
- Installing and maintaining relevant window promotions.
- Ensuring that the exterior of the shop and inside windows are clean.
- Strictly adhering to company policies at all times.

3. Security

- Always being aware of security issues concerning stock and cash that may be targeted through shoplifting and theft and reporting any incidents to the Store or Area Manager.
- Ensure till and banking procedures are correctly followed and any valuables are locked away.
- Maintain confidential or personal information in line with the Data Protection Act.
- Maintain a level of personal safety at all times and ensure that the wellbeing of both yourself and work colleagues is paramount.

4. Health & Safety

- Taking reasonable care for your own health and safety and that of other people affected by your actions.
- Adhere and comply to the provisions of the Health and Safety at Work Act and in accordance with Revital Limited's policy on health and safety.

5. Self Development & Employee Improvement

- Attending weekly/monthly meetings as directed by the Store Manager.
- Attending workshops as required & completing in-house training modules in a timely manner.
- Ensuring all weekly newsletters, company updates, reports and all other communications are regularly read and understood, in order to maintain up-to-date knowledge of products and policies.
- Listening to and fully adhering to updates in policy, procedure, products or prices
- Continuing to develop your own skills and knowledge and improve your own performance through seeking opportunities to learn.
- Assisting the Store Manager and Assistant Store Manager by suggesting improvements to working practices and by taking a 'problem solving approach'.
- Undertaking a staff appraisal every 6 months to ensure monitoring and development of all employees

6. Additional Information

- The shops have various trading hours for example, 10am to 7pm and are generally open 6 or 7 days per week. Shift working is a part of the job and the Sales Assistant will often be expected to work at the weekends.
- From time to time staff may be required to cover staff shortages and/or work temporarily at any of the Company's other retail premises.
- Retail has certain busy seasons and generally it is not possible to take holidays at our busiest times such as Christmas/New Year and at stock-taking time.
- Staff are also expected to undertake any other reasonable duties commensurate with the grade of the post.

Person Specification – Sales Assistant

The following competencies are required to undertake the role

Essential

<ul style="list-style-type: none">• 1 - 2 years retail experience (including experience of handling cash and operating a till) and a proven ability to meet sales targets.
<ul style="list-style-type: none">• A customer focused approach including the ability to interact with customers in a friendly, courteous and professional manner
<ul style="list-style-type: none">• The ability to work in a team, but also on own
<ul style="list-style-type: none">• Confident and effective at providing information and individual guidance to customers face to face
<ul style="list-style-type: none">• A keen interest in Natural Medicines
<ul style="list-style-type: none">• A passion for Revital's values
<ul style="list-style-type: none">• The ability to build rapport with customers and colleagues
<ul style="list-style-type: none">• Taking pride in good 'housekeeping' within the work area.
<ul style="list-style-type: none">• Strong attention to detail
<ul style="list-style-type: none">• Respect for customer confidentiality
<ul style="list-style-type: none">• A good level of spoken and written English
<ul style="list-style-type: none">• Some flexibility in working hours in order to provide cover for sickness/leave, and to attend meetings or training events

Desirable

<ul style="list-style-type: none">• Studying for, or a holder of, a recognised qualification in natural medicine/complementary therapy.
<ul style="list-style-type: none">• Sound knowledge of Revital's Remedies product range, philosophy, policies and activities.
<ul style="list-style-type: none">• Familiarity with product ingredient names and some technical knowledge of products.