

Position Description – Retail & Distribution Assistant



Position Details

Position Title	Retail & Distribution Assistant	Reports To	Warehouse Coordinator/Retail Coordinator
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Purpose of Position

Clothing The Gaps is a Victorian Aboriginal owned and led social enterprise. We are a fresh and dynamic fashion label managed by health professionals that celebrates Aboriginal people and culture. We produce merch with a meaning and encourage people to wear their values on their tee.

The Retail & Distribution Assistant with Clothing The Gaps will help customers identify and purchase products they desire and support the functions of the distribution space. The Retail & Distribution Assistant will be involved in the selling of products, restocking and merchandising of our retail store and the pick and pack and stock receipt process in the warehouse. The ultimate goal of the Retail & Distribution Assistant is to provide high class customer service and to increase the company's growth and engagement through sales and customer connection maximisation.

Core Responsibilities

- Work under direction of the Retail Coordinator when in Store and the Warehouse Coordinator when in Distribution
- Ensure high levels of customer satisfaction through excellent sales service
- Welcome and greet customers
- Maintain outstanding store condition and visual merchandising standards
- Maintain a fully stocked store
- Ascertain customers' needs and wants to result in a successful sale of merchandise
- Recommend and display items that match customer needs
- Manage point-of-sale processes
- Actively involved in the receiving of new shipments
- Picking and packing of merchandise for shipment and retail store
- Keep up to date with product information
- Actively involved in inventory
- Accurately describe product features and benefits
- Respond to customer complaints and concerns in a professional manner
- Update customer records in the system, including notes about interactions
- Work closely with Supply Chain and Warehouse to ensure customer expectations are met

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- Build strong relationships with internal and external stakeholders
- Make recommendations to management to improve customer experience
- Contributing to the ongoing continuous improvement of Clothing The Gaps service and processes
- Ensure compliance with policies and procedures
- Lead a safety first culture
- Identify existing and emerging areas of risks and address accordingly
- Work with other retail team members to effectively complete assigned tasks
- Participate in regular team meetings
- Any other tasks as directed by management

Key Capabilities	Accountabilities
Relationship Building	<ul style="list-style-type: none">• Demonstrated strong relationships with all internal and external stakeholders
Teamwork	<ul style="list-style-type: none">• Participate in team tasks• Provide support to the Clothing The Gaps team• Work as an 'us' and 'we' not an 'I'
Integrity & Personal Awareness	<ul style="list-style-type: none">• Pride in your work and presentation• Goodwill with the Clothing The Gaps brand
Communication	<ul style="list-style-type: none">• Maintain excellent communication lines with stakeholders• Ability to clearly and concisely communicate to all internal and external stakeholders• Deliver your message in a professional manner and positive manner
Influence & Negotiation	<ul style="list-style-type: none">• Ability to liaise with stakeholders to achieve the desired outcome
Problem Solving & Decision Making	<ul style="list-style-type: none">• Ability to solve issues with staff, suppliers and customers• Confidence to make an informed decision within the scope of the position
Health & Safety	<ul style="list-style-type: none">• To perform all duties of the role in accordance with the Company's Health, Safety and Environmental Standards

Prerequisites - Qualifications & Experience

- High school certificate or equivalent qualification – *Highly Desirable*
- Proven experience working in an customer service focused environment - *Essential*

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- Proficiency in point of sale applications – *Highly Desirable*

Key Competencies

- Exceptional interpersonal and communication skills
- Cultural awareness and understanding
- Excellent written and oral communication skills
- Friendly, helpful, confident and engaging personality
- Ability to multitask
- Solid knowledge of retail procedures
- Strong organisational skills
- Sound strategic thinking and planning skills including problem solving aptitude
- Ability to work autonomously

Acknowledgments

Manager Name		Signature		Date	
Employee Name		Signature		Date	

Note

The requirements and responsibilities contained in this position description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the manager during employment on an as-needed basis.