

**POSITION DESCRIPTION**

**DOCUMENT No. CCD-CE-HR-0007**  
**REVISION No.: 0 – August, 2019**

<b>POSITION TITLE:</b>	<b>Customer Service Retail Sales</b>		
<b>EMPLOYMENT STATUS:</b>	Full Time/Part Time		
<b>CLASSIFICATION / AWARD:</b>	Modern Award		
<b>SITE:</b>	Christie's Emporium	<b>DEPARTMENT:</b>	Social Enterprise
<b>REPORTS TO:</b>	TBC		

**PURPOSE OF POSITION:**

- Responsible for the sales of goods, assisting customers, being comfortable working with members of the public in the sales of new and used office furniture;
- Excel in Customer satisfaction and meet sales and profitability targets;
- Identify customer solutions to fit their needs generating sales, whilst continuing to achieve high customer service, satisfaction levels.

**RESPONSIBILITIES & DUTIES:**

- Customer service and sales of new and used office furniture;
- Serving and assisting customers in the showroom in a professional and efficient manner;
- Answering of phone or online enquiries and responding to all in a friendly, diligent manner;
- Having knowledge of new and used office furniture products;
- Ability in following up quotes and closing sales;
- Arranging delivery services for customers;
- Perform daily processing/reconciliation of sales transactions to ensure accurate and up-to-date;
- Maintenance of customer accounts/details to ensure accuracy;
- Liaising with approved suppliers, and maintaining current information for procurement of stock/goods and ensuring efficient coordination of logistics for supply of goods;
- Maintaining stock inventory in accounting system (Xero) and ensuring consistency with physical stock levels as identified from regular stocktake reports;
- In consultation ensure the price listing for all stock/goods is up to date;
- Excellent computer literacy skills.

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**AUTHORITY:**

- Drive Christie Centre Inc. vehicles for which the appropriate licence is held, and only when authorised;
- Purchasing limit of \$500.00 per month. Amounts above this limit must be approved;
- Managing cash control levels in register/drawer. Clearing excess cash as required.

**HEALTH, SAFETY, WELLBEING & QUALITY**

- Comply with Christie Centre Inc. Health, Safety and Wellbeing (HSW) and Quality Assurance Management Systems, including statutory obligations;
- Initiate actions to prevent the occurrence of non-conformities in processes or systems;
- Identify, initiate, recommend and assist in the issue resolution process;
- Verify and confirm the effective implementation of said solutions;
- Ensure prompt reporting of all incidents or near misses in accordance with procedures;
- Strive to continuously improve the processes and systems; and
- Promote a positive HSW culture in the workplace.

**QUALIFICATIONS / SKILLS / WORK EXPERIENCE:**

<b>Essential</b>	<b>Desirable</b>
Current Police Check	
Customer Service & Sales	Knowledge of trends in office equipment
Proficient in the use of Microsoft Office packages (in particular Excel)	Knowledge of financial packages / suites
Excellent planning, organising and prioritising skills	Proficient knowledge and experience in office administration and bookkeeping
Ability to problem solve, make decisions, use initiative	Certificate IV Disability Services

**PERSONAL QUALITIES & BEHAVIOURAL TRAITS:**

<b>Essential</b>	<b>Desirable</b>
Excellent communication skills	
High level of interpersonal skills	
Friendly and approachable manner	
Enthusiastic and self-motivated	
Clean and well presented	
Able to obtain a Police Clearance	

**RELATIONSHIPS:**

<b>With</b>	<b>Purpose</b>
Corporate Services Manager	For financial and administration reporting
Warehouse Supervisor	Working closely with Warehouse Supervisor to ensure adequate control of stock levels
Sales and Administration Assistant	For all day to day duties.

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**AGREEMENT:**

I have read the position description and agree to abide by it to the best of my ability.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**WITNESSED BY:**

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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