

AUSTRALIAN EMPLOYMENT COVENANT

Retail Industry

General Overview

The retail industry presents a fast paced, fun and enjoyable environment for individuals who thoroughly enjoy working with people. Customer service positions can vary from furniture and electrical sales to clothing and footwear to food and beverages. Such a vast range of options means the sky is your limit for choosing an area you would like to work in.

The retail industry requires you to be a people person therefore you need to enjoy working with and for others. It is essential that you treat customers well and enjoy working with a team.

So what sort of person do you need to be to work in retail? Good people skills and good customer service skills are essential. It is inevitable that you will need to deal with a difficult customer. Although this shouldn't happen too often, in the event that it does, the ability to talk through a problem with a customer in a calm and civil manner will work in your favour. Managers however will usually take responsibility for those difficult customers. You need to be flexible, adaptable, enjoy problem solving and be able to work as part of a team. Retail staff:

- ✓ Are excellent communicators who are vibrant and outgoing
- ✓ Have good customer service skills
- ✓ Need to ensure they presentable, tidy and in uniform (if applicable)
- ✓ Are motivated and want to work in a dynamic work environment
- ✓ Are team players
- ✓ Have the ability to work flexible hours (weekends and late nights)

The Jobs

There are various positions available in the retail trade and there are also great opportunities to further develop your career.

Sales Assistant Sales assistants may be required to work in any number of areas. It is your job to help customers find what they are looking for. It may also be your responsibility to design floor plans and stock layout. Usually as a customer service assistant you will be required to try and sell as much as possible to a customer, therefore skills such as up selling and adding on may be required. On the job training is generally provided.

Check out The check out assistant is responsible for processing the sale of goods. Usually the check out assistant is not required to sell products to customers however they may be required to direct them to the appropriate area or member of staff who can assist. Some companies put their staff in a variety of roles, therefore regardless of your position one of your requirements may be to work on check out.

Dock Hand The dock hand has the responsibility of receiving and dispatching goods. The dock hand will usually maintain the warehouse (if applicable) and unload goods as they are received. You may have the responsibility of ordering stock when required and you don't usually deal with customers, however you will work closely with other team members.

Industry Requirements

- ✓ Ability to be flexible on weekdays, weekends and late nights
- ✓ You need to enjoy working with customers and members of your team
- ✓ Ability to take instructions from seniors
- ✓ Fulltime, part time and casual hours are available

Participant Details

Name:

Address:

Contact Number 1:

Contact Number 2:

Job Seeker ID:

Job Network Provider:

Case Manager Name:

Phone Number:

Mobile Number:

Email:

Training Details

Dates:

Training Provider:

Training Location:

Trainer Name:

Uniform Requirements:

Meals Required:

Other Requirements:

Minimum Requirements Checklist

- Are you available to work weekends?
- Do you have a high level of personal presentation?
- Do you enjoy working in a fast paced, team environment?
- Do you have a passion for customer service and working with a variety of people?

Signatures

Participant Name:

Participant Signature:

Case Manager Name:

Case Manager Signature:



For more information, visit fiftythousandjobs.com.au or call the **fiftythousandjobs** hotline on **1300 346 325**

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