



Position Description – Retail Sales Assistant

About the Business:

The My Slice of Life Group is a family owned and operated business, operating from beautiful Wangaratta for the last 11+ years. The My Slice of Life Group incorporates four entities: My Slice of Life, My Slice of Lifestyle, North East Homemakers Centre and Carnivore Collective.

The My Slice of Life Group are rapidly growing and have created a dedicated Retail Assistant role, under the banner of the North East Homemakers Centre, to help them continue to grow their business.

North East Homemakers are a specialist supplier of quality home and lifestyle products, consisting of Home Bedding and Furniture, BBQ's, Outdoor Kitchens, Pizza Ovens, Bar Fridges, Water Features, Cantilever Umbrellas, Rotisseries and a massive array of Home Heating Products.

Why Work For Us?

- Flexible Working Arrangements
- Career Progression and Development
- On-the-job training and mentorship from experienced professionals

About The Role:

Position Title:	Retail Assistant
Hours:	Full – Time or Permanent Part-Time dependant on the candidate (The ability to work a fortnightly Saturday and Sunday will be required)
Wages:	General Retail Industry Award Wages Apply.
Reporting to:	General Manager
Liases Internally with:	All other staff and managers of the business
Liases Externally with:	All clients and customers both existing and potential, suppliers and their representatives in a professional manner



About the Role:

The primary responsibility of the Retail Sales Assistant is to provide exceptional customer service by meeting and exceeding customer expectations and identifying additional sales opportunities.

The role of the Retail Sales Assistant will be responsible for the following:

- Offer detailed guidance on product information, selection, and service advice to help customers make informed purchasing decisions.
- Identify the client's needs and provide product solutions in a prompt and efficient manner which represents value to the client
- Greet customers, handle phone calls and walk-ins, answer email inquiries.
- Monitor stock levels to facilitate restocking and replenishment of empty shelves
- Visual Merchandising: Maintain outstanding store condition and oversee the arrangement of displays on the floor.
- Remain up to date and confident in selling the full range of products and services offered by the business, including core products.
- Ability to work autonomously as well as part of a close-knit team environment.

Skills & Experiences:

- Previous experience working in retail sales is preferred but not essential, on the job training will be provided.
- Understanding of sales principles and customer service practices
- Excellent communication and interpersonal skills
- Well presented
- Intermediate computer skills, including Microsoft Office suite (Word, Excel, Gmail)
- Demonstrated experience in POS Systems, EFTPOS and cash handling

How to Apply:

To be considered for this position submit your resume and cover letter to Chelsea:

northeasthomemakers@gmail.com. In your cover letter, please address the key select criteria and give us 5 reasons why we should employ you.