

Position Description – Retail Sales Assistant

Position Title: Retail Sales Assistant

Employment Type: Full-Time or Part-Time

Location: Wangaratta, Victoria

Reports To: Store Manager / Business Owner

Award Coverage: General Retail Industry Award

About The My Slice of Life Group

The My Slice of Life Group is a family-owned and operated business, proudly operating from beautiful Wangaratta for over 11 years. Our group includes four thriving entities:

- My Slice of Life
- My Slice of Lifestyle
- North East Homemakers Centre
- Carnivore Collective

This Retail Sales Assistant role will work across two of our key businesses: North East Homemakers Centre and My Slice of Lifestyle. Both stores focus on providing exceptional home and lifestyle solutions to our local community, including furniture, bedding, homewares, and giftware.

Position Summary

The Retail Sales Assistant is responsible for delivering exceptional customer service, supporting the daily operations of the store, and maintaining high visual merchandising standards. The role will assist customers in finding the right products to suit their needs while creating a friendly and welcoming store environment.

Key Responsibilities

Deliver Outstanding Customer Service

Greet every customer with a friendly and professional attitude. Understand their needs and provide tailored advice on our range of furniture, home heating, outdoor living, and lifestyle products. Build rapport and assist customers throughout their in-store experience.

Product Knowledge & Selling

Develop in-depth knowledge of key product categories including lounges, dining suites, mattresses, recliners, BBQs, outdoor kitchens, umbrellas, and fireplaces. Confidently explain product features, benefits, materials, warranty, and installation requirements to help customers make informed purchasing decisions.

Store Merchandising & Stock Management

Ensure the showroom floor is tidy, organised, and visually appealing at all times. Regularly rotate stock, set up new furniture displays, price items clearly, and replenish shelves with homewares, giftware, and accessories.

Promotion & Display Setup

Support the implementation of marketing promotions, sales signage, and seasonal displays. Ensure promotional stock is correctly located, tagged, and highlighted to attract customer interest.

Team Collaboration

Work closely with colleagues across North East Homemakers Centre and My Slice of Lifestyle to ensure a smooth day-to-day operation. Support others during busy periods, communicate customer needs, and contribute to a positive, team-oriented culture.

Inventory Receiving & Stock Handling

Assist in receiving incoming deliveries, checking for accuracy, and unpacking stock. Safely move and display larger items (e.g. lounges, BBQs, fireplaces) with attention to safety protocols.

Key Selection Criteria

1. Previous experience in a retail sales or customer-facing role
2. Strong communication and interpersonal skills
3. Ability to work effectively in a team and independently
4. High attention to detail and commitment to excellent customer service
5. Basic computer skills and experience with POS systems
6. Flexibility to work weekends and during peak retail periods
7. Positive attitude and willingness to learn about a wide range of home and lifestyle products

Benefits of Working With Us

- Work for a family-owned local business with strong community values
- Supportive team culture and friendly work environment
- Varied product ranges that make every day different
- Opportunities for training and development
- Staff discounts across My Slice of Life Group stores

How to Apply

Please submit your resume and a brief cover letter outlining your experience and addressing the key selection criteria to: Brent & Chelsea northeasthomemakers@gmail.com