

Position Description

Job title:	Retail Assistant
Reporting to:	Retail Manager
Department:	Retail
Location:	St Lucia

Purpose of the Position

The Retail Assistant is responsible for providing a consistent exceptional customer experience and ongoing promotion and sale of products at the UQ Shop to increase UQ Sport financial stability.

Key Responsibilities

- Providing exceptional customer service to current and potential customers
- Restocking products within the shop ensuring high quality presentation
- Opening and closing of the shop
- Receiving payment for the sale of products
- Delivery of initiatives to drive sales of products at the shop
- Provision of administrative support to the Retail team

Essential Experience and Skills

- A minimum of 12 months' experience in a customer service environment
- Proven retail experience
- Proven cash handling experience
- Demonstrated commitment to customer service excellence
- Proven sales skills and the ability to achieve targets
- Demonstrated well-developed inter-personal skills
- Demonstrated ability to take initiative and work within a team environment

Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues
- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Champion innovation and embrace change for continuous improvement
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles

Essential Health and Safety Responsibilities

- Adopting safe work practices
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Ensuring your behaviour does not pose a risk to the health and safety of any person and does not interfere with or misuse materials, equipment or property.
- Participating in meetings, training and other health and safety activities