



## POSITION DESCRIPTION

**Position title:** Retail and Warehousing Assistant

**Department:** Operations

**Reporting to:** Outlet Supervisor / Coordinator / Manager / Area Manager

**Supervises:** Nil

**Employment type:** Casual

**Classification:** Level 1.1  
Higher Education Industry – General Staff Award 2010

**Conditions:** up to 38 hours per week;  
May include some weekends and nights as dictated by business requirements;  
Eligible for Laundry Allowance

### Purpose

To provide high quality service to customers and to ensure the smooth running of various outlets while contributing to a team environment that fosters friendly service to customers. In addition to this when based in the warehouse there is a requirement to perform the administrative and physical duties of the Warehousing and Inventory Department. This role works across various USU Retail outlets including apparel, newsagency, convenience and academic tailoring, as well as the warehouse

The scope of the role shall encompass all aspects of inventory control including, but not limited to, purchasing, receiving, transfers, stores, stocktake and customer service.

<b>POSITION ACCOUNTABILITY STATEMENTS (PAS)</b>		
<b>Key Result Areas</b>	<b>Key Tasks</b>	<b>Key Performance Indicators</b>
Customer Relations	Provides prompt, efficient and courteous service to customers  Providing exemplary customer service to department standards  Reporting of customers' suggestions or complaints to outlet supervisor	100% positive feedback from customers and customer survey feedback  Customer feedback reported accurately and immediately to Manager within 48 hours  Responding to customer queries about products and services within 48 hours
General Retail Duties	Adhere to cash and EFTPOS handling procedures.  Perform general retail duties in line with procedures and instructions, eg Lotto	Cash Handling procedures are complied with at all times  Nil cash handling issues

	<p>Opening &amp; closing of outlet/s</p> <p>To keep the area clean, safe and hygienic in compliance with Work Health and Safety regulations</p> <p>Perform fitting services for graduation clothing and apparel items where applicable</p> <p>End of day banking and reconciliation procedures</p> <p>Interstore transfers and ordering are completed using BePoz</p>	<p>Any variances over \$10 are reported to Manager</p> <p>Retail procedures complied with at all times</p> <p>Outlets are correctly opened and closed at all times</p> <p>Outlet presented, stocked and cleaned in line with organisational standards and processes at all times</p> <p>Banking and reconciliation processes are followed at all times</p> <p>Interstore transfers and ordering processes are followed every time</p>
Product Management	<p>Receiving all relevant goods for USU and following up or escalating to Supervisor where applicable</p> <p>Monitoring goods received to ensure that they meet the USU's stated goods specifications and match with original PO and/or template requirements</p> <p>Perform suitable temperature measurement as set out in HACCP procedures</p> <p>Rotating stock using the First in First Out (FIFO) method</p> <p>Transferring and issuing of stock to and between specific locations</p> <p>Ensuring that loading dock, storerooms, cool rooms and offices are kept clean, tidy and secure at all times</p> <p>Ensuring equipment is used correctly</p>	<p>All relevant goods received and processed 100%</p> <p>Stock rotated using FIFO method every time</p> <p>Nil variance on stock transfers</p> <p>Loading dock, storerooms, cool rooms and offices are clean, tidy and secure at all times</p>
Team Work	<p>Works effectively with team members and USU staff</p> <p>To work across all USU outlets (F&amp;B and Retail) when required.</p>	<p>Interactions are polite, constructive and timely at all times</p>
Store Maintenance	<p>Operating all equipment used in the area in a safe manner within set guidelines</p> <p>Working with the Retail Supervisor to keep the area well-presented and fully stocked</p>	<p>Maintain par stock levels</p> <p>Outlet is merchandised and priced to a high standard</p>

Compliance & Legislative Requirements	<p>Following off HACCP process and procedures where required</p> <p>Ensure personal hygiene is of a high standard</p> <p>Operate all equipment used in the area in a safe manner within set guidelines</p>	<p>HACCP processes and forms are completed accurately</p> <p>Meet uniform standards and policy and ensure personal hygiene is immaculate at all times</p>
Work Health & Safety (WHS)	<p>Conduct all work in a safe manner</p> <p>Comply with all WHS policies, procedures and instructions</p> <p>Report all incidents and hazards immediately to Supervisor and Human Resources Department</p> <p>Use and maintain safety devices and personal protective equipment correctly</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Shows a willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Performs other reasonable duties as requested by Supervisor/Warehousing co-ordinator</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts constructively at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>

Essential Criteria

- Minimum 6 months demonstrated previous experience in retail customer service and/or warehousing role
- Cash register, EFTPOS processing and cash handling experience
- Experience opening and closing outlet/s
- Merchandising experience
- Exceptional customer service skills and a flexible, “can do” attitude towards work
- Ability to work as part of a team and deal with a busy and sometimes pressured environment to achieve successful outcomes.
- Attention to detail.
- Ability to apply commonsense and effective problem solving
- Basic to intermediate computer literacy and experience with MS Office Suite, particularly Excel and Word
- Excellent personal presentation
- Excellent verbal and written communication and numeracy skills
- Able to move between USU outlets as required

Desirable Criteria

- Driver's licence
- Forklift Licence (or willingness to obtain)
- Experience with Lotto sales & reconciliation
- Demonstrated barista experience on commercial coffee machines
- Demonstrated previous fashion retail experience
- Food handling experience/HACCP/Food Hygiene experience
- Previous experience with a computerized stock management system.
- Knowledge of and commitment to Occupational Health and Safety Regulations.

Physical Requirements

Required frequently: sitting, standing, walking, bending, reaching, squatting, driving, lifting above shoulder height, lifting up to 15 kilograms

Compiled by: Commercial Business Partner Date: January 2017

Authorised by: People & Culture Date: January 2017

Current Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_