

## **JOB DESCRIPTION – Schedule B**

**Position:** Retail Assistant

**Location:** Skyline Rotorua

**Department:** Retail

**Responsible To:** Retail Manager

### **Key Tasks:**

- To provide excellent customer service to all our customers, visitors and guests who visit the Retail store, Jelly Belly and Information desk.
- To process all sales, eftpos and credit card transaction.
- Provide accurate information and advice to all customers, visitors and your team members.
- To maintain all standards of safety, hygiene, administration and security to the required legislative and procedural levels.

### **Main Duties & Responsibilities:**

1. To ensure the smooth running of the Retail stores, and maintaining the shop standards by:
  - (a) Taking responsibility for doing everything possible to ensure our customers, visitors and guests needs and requirements are met efficiently and in a timely and professional manner.
  - (b) Maintaining a high degree of accuracy, security and tidiness in all areas involving the handling of cash and associated records.
  - (b) Keeping both shops including all displays clean and tidy at all times.
  - (c) Assisting with regular stock checks and monthly stock takes.
  - (d) Being vigilant at all times and help minimise stock loss.
  - (e) Ensuring excellent customer service is demonstrated at all times.
  - (e) To record all lost property and ensure that it is registered with Administration as soon as practicable.
  - (f) Develop a good knowledge of the retail product to increase sales and positive customer feed back.
  - (g) Work effectively as a team member over both stores during your shifts
2. To welcome all guests and providing outstanding customer service at the Information Desk
  - (a) Ensure customer queries are managed and the correct information and advice is provided.
  - (b) Provide information on the best available 'package' for customers waiting for service.
  - (c) Process cash sales and Gondola Card Holders
  - (d) Assist manage the queues by ensuring there is a regular flow of customers boarding the Gondola.
  - (e) Upsell to each customer appropriately in each store depending on what is on offer

3. To comply with all established workplace Health and Safety policies.
  - (a) To be responsible for meeting and promoting established Health and Safety policies and practices.
  - (b) To be responsible for the completion of approved workplace Health and Safety documentation.
  
4. Ensuring delivery of service that support Skyline's sustainability goals by:
  - (a) Ensuring recycling and waste management practices are carried out where possible.
  - (b) Maintaining your work area to an environmentally acceptable standard.
  - (c) Making suggestions for environmental sustainability improvements.

**Key Competencies:**

- Friendly and efficient Customer Service Skills and a guest focused approach
- A complete understanding of guests needs in line with the brand offering and product delivery
- An ability to sell confidently to customers and upsell where necessary
- Ability to cope well under pressure
- Reliable and able to work unsupervised
- Able to follow procedures
- Able to work as part of a team and build a rapport with all levels of the wider business
- An energetic and fun outlook
- Attention to detail
- An ability to priorities duties through out the day over both stores
- Numerical ability
- Computer literacy

**LIVING OUR VALUES**

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

**GENERAL**

Any other duties that are related to and consistent with the above Job Description as directed by the Retail Manager or Assistant General Manager.

Ensure full confidentiality is maintained at all times.

Attend staff training, induction and other professional development as directed.

Always wear correct Skyline uniform and ensure that it is clean/ tidy before your shift begins.

Ensure all aspects of the Skyline Mission statement and Core Values are upheld

Maintain a public image that is compatible with the highest possible standards whilst on the premises.

I accept the job description for the position of Retail Assistant.

Name: \_\_\_\_\_ Date: \_\_\_\_\_