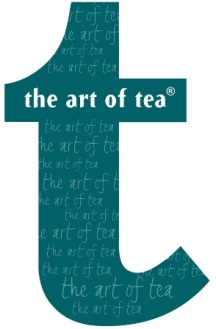
**The Art of Tea**

**Positions Description** – (Experienced)Retail Sales

Primary Objective of Role: To undertake sales of Art of Tea products in the retail outlets: Kingston shop, the Bouteaque, Salamanca Market and Events, in a manner that aligns with our core business values.

It is essential that the retail sales person has sound knowledge of tea and/or herbal infusions and/or another health related field(s).

Staff are expected to quickly gain detailed Art of Tea product knowledge to provide a genuine, caring, friendly, mature & informative sales experience for all our customers.

As part of the sales team the person needs to communicate directly with shop/Market customers as well as take phone orders & respond to enquiries.

Retail sales staff may be required to undertake a wholesale sales role from time to time, or undertake duties in the warehouse as needed.

It is essential that staff following procedures, paying attention to detail and keep accurate record keeping is an essential part of this role.

It is expected that the sales person can provide excellent customer service even in peak times.

It is essential that the retail sales person holds a current drivers licence.

***Sales – Kingston shop, the Bouteaque, Salamanca Market and other events as required***

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| --- | --- |
| **Responsibilities** | **Skills Required** |
| * Attend retail customers * Handle cash and EFTPOS transaction * Use POS system, and email * Promote new teas/cross promote/upsell * Accurate Record keeping * Stock ordering – as requested * Adhere to procedures & instructions * Take phone orders/enquiries * Open & close shop * Participate in quarterly & annual stocktake as required * Apply safe OHS practices * Clean shop * Local deliveries ( as required/infrequent) | Detailed product knowledge,  General health advice/product suggestion  Accuracy  Friendly, bright, courteous, respectful and timely service/manner |

**Qualification, experience & personal attributes.**

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| **Qualifications and experience** | **Personal attributes** |
| Good level of literacy (including numeracy)  General sales &/or customer service  General health & wellbeing knowledge with tea &/or herbal knowledge (highly regarded)  Current drivers licence  [Packing/processing or warehouse duties (Advantageous)] | Friendly, mature, reliable, efficient, trustworthy  Ability to be empathetic to customers  Clean, tidy & wears appropriate attire (warehouse & sales, uniform as provided)  Contributes to business progress with ideas  Attention to detail  Has pride in own work.  Self starting/manages priorities  Can work alone or in a small team  Works to deadlines at times  Follows directions & procedures accurately |

**Remuneration:**

### Award: General Retail Industry Award 2010

(Level to be determined upon experience)

**Agreement:**

Name of Employee: (Print) ……………………………………………………………………

Signature of employee: Date:

Name of Employer/Manager: (Print) …………………………………………………………………

Signature of Manager: Date: