

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. This product knowledge will be gained through working in the warehouse for several months prior to undertaking an independent sales position.

As part of the sales team the person needs to communicate directly with retail customers as well as taking wholesale phone orders & respond to general 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 the sales staff following procedures, pay attention to detail and keep accurate records as part of this role.

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

It is essential that the retail sales person holds a current drivers licence and has access to a vehicle to ensure they can transition from the warehouse to a retail location expediently, if required.

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

Responsibilities	Skills Required
<ul style="list-style-type: none">• Attend retail customers• Handle cash and EFTPOS transaction• Use POS system, and email• Promote new teas/cross promote/up sell• Accurate Record keeping• Stock ordering – as requested• Adhere to procedures & instructions• Take phone orders/enquiries• Open & close shop• Participate in weekly/monthly & annual stocktake as required	<p>Detailed product knowledge,</p> <p>General health advice/product suggestion</p> <p>Accuracy</p> <p>Friendly, bright, courteous, respectful and timely service/manner</p>

<ul style="list-style-type: none"> • Apply safe OHS practices • Clean shop • Local deliveries (as required/infrequent) 	
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Qualification, experience & personal attributes.

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 (and access to a vehicle) [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: