

Smart Start Job Description Template

Job Title: Sales Attendant

Location: [Insert Location]

Department: Sales

Reports To: Sales Manager / Shop Manager

Job Summary:

The Sales Attendant is responsible for providing outstanding customer service, assisting with product selection, and ensuring that the sales floor is organised and well-stocked. This role involves engaging with customers, processing sales transactions, and contributing to the achievement of sales targets while maintaining a positive shopping experience for customers.

Key Responsibilities:

- Greet customers and offer assistance in a friendly, approachable manner.
 - Provide product information, recommendations, and advice based on customer needs.
 - Assist customers in making purchase decisions, ensuring they have all necessary information about products.
 - Process sales transactions, handle cash, and issue receipts.
 - Ensure the sales floor is clean, organised, and visually appealing.
 - Stock shelves and display products to maximise sales opportunities.
 - Maintain knowledge of the store's product range and current promotions.
 - Address and resolve customer complaints or concerns in a professional manner.
 - Assist with product returns and exchanges in line with store policies.
 - Ensure that all sales targets and objectives are met or exceeded.
 - Support stocktaking and inventory management.
 - Follow store policies and procedures, including health and safety regulations.
 - Ensure a high standard of customer service at all times.
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Qualifications:

- **Experience:** Previous experience in retail, sales, or customer service is an advantage.
 - **Education:** A Secondary School Certificate (SSS) or equivalent is required.
 - **Skills:**
 - Strong customer service and communication skills.
 - Basic sales skills and an ability to persuade customers.
 - Ability to multitask and work efficiently in a busy environment.
 - Organisational skills and attention to detail.
 - Basic math skills for processing transactions.
 - Ability to work as part of a team and individually.
 - Professional appearance and attitude.
 - Ability to manage customer complaints effectively and calmly.
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Working Conditions:

- Shop-based role with flexible working hours, including evenings, weekends, or holidays, depending on the shop's hours of operation.
 - Fast-paced work environment with a focus on customer interaction.
 - Regular standing, walking, and bending.
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Physical Requirements:

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- Ability to stand for extended periods.
- Ability to lift or carry moderate-weight products or stock.
- Ability to bend, reach, and move around the store to restock and maintain displays.

