**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.

**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.

**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.

**Physical Requirements**:

* 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.