

Position description

Position title:	Retail Assistant
School/Directorate/VCO:	Campus Life
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 3 range
Employment mode:	Fixed-term appointment
Time fraction:	Part-time
Recruitment number:	849366
Further information from:	Melanie Coffey, Manager, Administration and Business, Campus Life Telephone: (03) 5327 9481 E-mail: m.coffey@federation.edu.au
Position description approved by:	Mr Nigel Watene, Manager Operations and Business Development, Campus Life Mr Colin Marshall, Director, Campus Life

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Campus Life Directorate encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres, and a number of other commercial and complementary services across all University campuses.

The Retail Assistant is responsible for providing a prompt, efficient and friendly service to the University's retail, function, hospitality and conferencing customers across all of our service locations; along with contributing to the effective operation of the FedUni Store.

The Retail Assistant will be primarily based at the FedUni Store but will also contribute to the provision of a catering service to the University and its clients, at any of the University's venues and retail outlets.

Flexibility in working hours is required to meet the changing needs of the position and opening hours of the FedUni Store.

Key responsibilities

1. Provide prompt and efficient customer service to our retail and function customers.
2. Ensure cash handling procedures are performed, including reconciliation of Cash Register.
3. Place orders to replenish stocks as required.
4. Ensure the receipt and storage of stock delivered to the FedUni Store.
5. Maintain inventory levels in the FedUni Store, including performing stocktakes in conjunction with the Manager, Operations and Business Development.
6. Coordinate merchandise for internal transfers by compiling internal and external customer orders for University Merchandise from stock within the store, and stock that needs to be ordered. Ensure orders are made available for pick up by customers or on occasion, organise delivery.
7. Liaise with suppliers to determine product for resale in the store and ensure product is fit for purpose and that the expected quality of products is received and maintained.
8. Clean food and beverage preparation areas and adhere to food handling guidelines.
9. Assist the kitchen staff in the preparation of foodstuff for retail and function sections in a timely manner ensuring quality standards are maintained when required.
10. Attend meetings as requested.
11. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
12. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Retail Assistant works under general direction and will undertake a broad range of tasks in the FedUni Store. There will be a frequent need to act on varied requests and make decisions regarding an appropriate response, referring more complex and non-routine tasks directly to the Manager, Operations and Business Development.

The position involves the need for frequent problem solving with significant variation within the expectations of customers and clients.

The Retail Assistant needs to be aware of general policies and procedures at the University, and will have knowledge of responsibilities of other catering staff and standard procedures in the Catering Section ensuring a uniform approach to various tasks and administrative requirements.

The Retail Assistant also requires a knowledge of the University's finance system to process relevant orders and the relevant point of sale systems.

Training and qualifications

Completion of a trades certificate or Certificate III in customer service skills, or completion of Year 12 or a Certificate II, with relevant work experience, or an equivalent combination of relevant experience and/or education/training.

The incumbent will be required to obtain a Responsible Service of Alcohol Certificate.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Position/Organisational relationships

The Retail Assistant reports to the Manager, Operations and Business Development when undertaking duties within the FedUni Store.

When undertaking other duties within Hospitality and Conferencing, in areas other than the FedUni Store, the position reports to the area supervisor responsible for that activity, i.e. Retail, Functions or Bar.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a trades certificate or Certificate III in customer service skills, or completion of Year 12 or a Certificate II, with relevant work experience, or an equivalent combination of relevant experience and/or education/training. The incumbent will be required to obtain a Responsible Service of Alcohol Certificate.
2. Demonstrated customer service and communication skills and a genuine desire to assist people in meeting their needs.
3. Demonstrated experience in retail sales, with knowledge of sports product an advantage.
4. Demonstrated ability to use computer programs efficiently and capacity to adapt to new systems.
5. Demonstrated ability to prioritise tasks and work efficiently while under time and customer pressure.
6. Demonstrated ability to work unsupervised, but to also work as part of a team.
7. Demonstrated working knowledge and application of the Child Safety Standards.
8. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.