

**Retail Assistant
JOB DESCRIPTION**

POSITION IDENTIFICATION			
Title	Retail Assistant	Date last Updates	
Department	Retail Sales	Reports to (Direct)	Store Manager
PURPOSE OF THE POSITION			
Support and fulfil sales and profit growth through a range of customer service requirements and operational responsibilities that align with Bed Bath and Beyond core values and expectations.			
WORKING RELATIONSHIP			
Reports to:	Store Manager Assistant Store Manager	Key interfaces:	Visual Merchandise Team Marketing Team Operations Team Warehouse Team Human Resources Team Finance Team
KEY RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS			
<ul style="list-style-type: none"> • Assist in driving growth in store turnover through excellence in customer service • Maintaining outstanding store presentation, visual merchandising and housekeeping standards • Effective stock management to maximise sales and promotional opportunities and minimise stock loss. • Adhere to established strategies to achieve sales objectives. • Maintain up-to-date knowledge of products and services to conduct sales with customers effectively. • Maintain up-to-date knowledge and understanding of company policies and procedures and company manual updates. 			
TARGET SETTING			
<p>Target 1: FINANCIAL Achieve sales growth in store turnover through excellence in customer service and sales coaching. Drive average sale per transaction growth on budget and prior year results. Take ownership and deliver proactive actions to positively impact on Profit and Loss results.</p> <p>Target 2: CUSTOMER Enhance the customer experience by ensuring we are delivering on our customer service steps and aspiring to over deliver on our customers' expectations.</p> <p>Target 3: BUSINESS PROCESSES Deliver effective operational systems to ensure product sales opportunities are maximised through high standards of product presentation, in line with VM Brief and through effective stock management.</p> <p>Target 4: INNOVATION AND LEARNING Establish a sales culture in stores through the development and empowerment of the store team and daily sales coaching.</p>			

RESPONSIBILITIES/ACCOUNTABILITIES	KEY PERFORMANCE INDICATORS
Sales and Profit	
<ul style="list-style-type: none"> Formulate a sales plan to achieve sales budgets in line with Bed Bath and Beyond company policy and procedure. Maximise sales through managing sales opportunities customer service standards. Coach and mentor store team to achieve sales budgets. 	Sales Plan Achieve KPIs: Average Dollar Per Transaction, Items Per Transaction
Customer Service	
<ul style="list-style-type: none"> Provide support and fulfil excellent customer service requirements to ensure customers have an enjoyable shopping experience. Responsible for addressing customer feedback in a timely manner in line with company policy and procedure; to recognise positive feedback and to find solutions to customer complaints. Ensure we are delivering high standards of store and staff presentation within company standards and guidelines. 	Transaction growth Database sign up ratio Customer feedback
Occupational Health and Safety	
<ul style="list-style-type: none"> Promoting and maintaining Occupational Health and Safety that aligns with company guidelines and legislative requirements. Report any accidents, incidents, or near misses to the H&S rep and store manager. Identify non-compliance in relation to OH&S practices, policy and legislation and take immediate corrective action. 	Incident/Accident Reports Hazard Management Form Safety Audits
Stock Management	
<ul style="list-style-type: none"> Assist with visual merchandising and general store layout requirements Assist in monitoring inventory stock on display to facilitate restocking of out-of-stock or to top up stock items Ensure further markdowns on damaged stock are authorised. Ensure care is taken with stock management to minimise the need for further markdowns on damaged stock and keep write-offs to a minimum. Assist in the preparation and the stocktake procedure in line with company policy and procedure. 	Stock loss Stock Integrity Stock management VM directives

RESPONSIBILITIES/ACCOUNTABILITIES	KEY PERFORMANCE INDICATORS
Administration	
<ul style="list-style-type: none"> Ensure to follow all retail systems and processes (Retail Procedures) as per Bed Bath & Beyond requirements. 	Retail Procedures (refer to BBB Store folder)