|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **JOB DESCRIPTION** | | | | | | |
| **DATE:** | | | | | | |
| COMPANY: |  | | JOB TITLE: | | RETAIL SALESPERSON | |
| DEPARTMENT: |  | | CURRENT INCUMBENT: | |  | |
| DIRECT SUBORDINATES: |  | | INDIRECT SUBORDINATES: | |  | |
| BRIEF DESCRIPTION: | | The post of retail salesperson entails helping customers to find what they are looking for in the establishments and trying to interest them in buying the merchandise. | | | | |
| QUALIFICATIONS & REQUIREMENTS: | | * High school diploma or equivalent; * Ability to work directly with public, to convince people to buy merchandises, and to develop constructive and cooperative working relationships with colleagues. | | | | |
| COMPETENCIES: | | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations. * Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. * Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations. * Integrity — Job requires being honest and ethical. * Attention to Detail — Job requires being careful about detail and thorough in completing work tasks. | | | | |
| TASKS: | | * Answer questions regarding the store and its merchandise; * Compute sales prices, total purchases and receive and process cash or credit payment; * Demonstrate use or operation of merchandise; * Describe merchandise and explain use, operation, and care of merchandise to customers; * Greet customers and ascertain what each customer wants or needs; * Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices; * Mainta*in re*cords related to sales; * Place special orders or call other stores to find desired items; * Prepare sales slips or sales contracts; * Recommend, select, and help locate or obtain merchandise based on customer needs and desires. | | | | |
| LINES OF COMMUNICATION: | | SPECIFY | | | | |
| WORKING CONDITIONS: | | Indicate whether the position is half time or full time. List any unique working conditions such as hours  etc. | | | | |
|  |  | | | | |  |
|  |  | | | | |  |
| SIGNATORIES: | | | | | |  |
|  | NAME: | | | DATE: | | SIGNATURE: |
| INCUMBENT: |  | | |  | |  |
| LINE MANAGER: |  | | |  | |  |
| HR MANAGER: |  | | |  | |  |