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| **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.
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| 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.
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| 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.
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| 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. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |