



# Homecare Medical

HRF-02 Retail Assistant Rev 01

## **Retail Consultant**

(Reporting To: Retail Manager)

**Location:** Tooraree Road, Ballyhaunis

### **Main Objective:**

To provide a caring customer experience with a strong focus on specialised products in a retail environment

### **Main Duties:**

1. Responsible for maintaining a well organised efficiently run retail outlet
2. Ensure high standards of customer service and selling behaviors at all times to both existing and new Homecare customers
3. To welcome all walk-in guests, answer questions and generally manage the customer's in store experience in the most positive way
4. Enthusiastically educate all customers about the benefits of our product range and Hire options
5. To answer the phone, respond to emails and letters etc to assist customers or potential customers regarding their enquiries or orders
6. To promote special offers and promotions
7. Monitor daily the till read differences, process lodgments and report variances
8. Assist in the daily 'good house-keeping' duties within all areas of store
9. Other activities as required in order to ensure successful operation of the store

### **Experience:**

- Minimum 2 years' experience in a similar role
- Experience of computer applications such as EPOS Microsoft Office, Email and Internet

### **Skills:**

- Demonstrate and deliver excellent standards of customer service leading by example
- Good organisational skills and attention to detail
- Flexibility
- Ability to perform in a fast-paced retail environment with a positive, team orientated and customer focused approach

### **Core Competencies:**

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear concise and easy to understand. Seeks others views and encourages contributions. Ensures information reaches the relevant people and that messages are understood
- **Team working-** Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness
- **Results Orientation Including Planning and Organisation-**Demonstrates the ability to achieve results, changing direction as and when necessary. Is able to plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records
- **Contributing to the future of the organisation-**Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role