

Just the Job

Information Sheet

Job title

Overland Shop Assistant

Job description

- Help customers choose products
- Advise on the use and care of products
- Pack or wrap purchases
- Collect payment or arrange credit
- Keep sales areas clean and tidy
- Price stock
- Display new stock
- Carry out stock takes
- Order new stock
- Check ordered stock is in good condition when it arrives
- Arrange the delivery of purchases
- Prepare invoices and sales docket.

Qualifications required

There are no specific entry requirements to become a Shop Assistant, but School Certificate or NCEA equivalent English and maths is preferred.

It would be valuable to complete the Introductory Certificate in Retail. This can be complete while in Secondary School.

Retail salespeople should be friendly, helpful, polite and patient. They should also be self-motivated and honest. They should enjoy dealing with the public and have enthusiasm and interest in their merchandise.

Retail salespeople should have a neat and tidy appearance and a clear speaking voice. They should also have stamina, as they spend a lot of time on their feet, especially during busy periods such as sales and Christmas. Experience working with money or making calculations is useful for retail salespeople. Work involving contact with people is also helpful.

Retail salespeople need to have:

- Knowledge of the product being sold
- Knowledge of the consumer guarantees act
- Good communication and listening skills
- Good customer service and sales skills
- Basic maths skills
- Organisation skills and the ability to memorise stock.

Training costs

These costs are generally taken on by the employer

- National Certificate in Retail Level 2: \$150 - \$250 (excluding GST)
- National Certificate in Retail Level 3: \$250 - \$350 (excluding GST)
- National Certificate in Retail Level 4: \$650.00
- Retail Modern Apprenticeship: \$3000 is available over the three year period to reimburse employers for any costs associated with the training. In most cases the subsidy may cover the total cost of training and assessment.

Location of job

Indoors on the shop floor

Career path

- Sales (entry level)
- Sales (Experienced)
- Assistant Merchandise Planner
- Merchandise Planner
- Assistant Buyer
- Buyer
- Customer Service Manager
- Assistant Store Manager - Small
- Store Manager - Small
- Assistant Store Manager - Medium
- Store/Branch Manager - Medium
- Assistant Store Manager - Large
- Store/Branch Manager - Large
- Visual Merchandising Manager
- Visual Merchandiser
- Merchandise Controller
- Centre Management
- Retail Operations Manager
- Business Development Manager
- Area Manager
- Regional Manager
- General Manager
- Retail Development Manager
- Loss Prevention Manager

Salary range

- Sales = \$13 - \$15 per hour
- Assistant Merchandise Planner = \$35,000 - \$45,000
- Merchandise Planner = \$45,000 - \$70,000
- Assistant Buyer = \$35,000 - \$50,000
- Buyer = \$50,000 - \$85,000
- Customer Service Manager = \$60,000 - \$80,000
- Assistant Store Manager = \$28,000 - \$40,000
- Store Manager = \$30,000 - \$50,000
- Visual Merchandising Manager = \$45,000 - \$75,000 + car
- Visual Merchandiser = \$30,000 - \$45,000
- Merchandise Controller = \$100,000 - \$150,000
- Centre Management = \$50,000 - 80,000 + car

- Retail Operations Manager = \$80,000 - \$150,000 + car/car allowance
- Business Development Manager = \$70,000 + car & commission
- Area Manager = \$50,000 - \$70,000 + car/car allowance
- Regional Manager = \$60,000 - \$100,000 + car/car allowance
- General Manager = \$95,000 - \$180,000 + car & bonus
- Retail Development Manager = \$70,000 - \$110,000
- Loss Prevention Manager = \$55,000 - \$100,000

Other careers this profession could lead to

Personal Shopper
Distribution Centres
Overseas Buyer
Sales Representative for product lines etc

How to increase the chances of successfully entering this industry

Introduce yourself to shop staff get some part time work in a shop.
Get some work experience by doing the Introductory Certificate to Retail.

Other places to source information about this job

www.retailito.org.nz
retail world resourcing: www.rwr.co.nz
www.kiwicareers.govt.nz

Any other relevant points: