

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Retail Assistant	LOCATION:	Hamilton Island
DIVISION:	Retail, Activities and Marina (RAM)	DIRECT REPORTS:	Nil
REPORTS TO:	Retail Outlet Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	January 2011		

JOB PURPOSE

Maintains the day-to-day operation of the retail outlet To maintain a high level of guest satisfaction while achieving maximum revenue, and ensuring all Hamilton Island Resort policy and procedures are adhered to

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Oversee the day-to-day operation of the retail outlet including opening and end of day procedures
- Maintain cleanliness and tidiness of store whilst ensuring shelves are restocked at all times
- Meet and greet customers
- Develops sales with an approach to maximise up selling techniques
- Liaise with store management on special requirements of guests and guest satisfaction
- Analyse sales trends from monthly sales and yearly budgets
- Ensuring sales revenue targets are set and actions developed to achieve these
- Prepares, proposes and adheres to retail outlet budgets in keeping with allocated expenditure
- Responds to all guest queries and complaints in a prompt and courteous manner, taking positive action to ensure a maximum level of guest satisfaction

EXPERIENCE & QUALIFICATIONS

- Higher School Certificate or equivalent (Essential)
- Qualifications in hospitality (Desirable)
- Retail experience (Desirable)
- Japanese language skills (Desirable)

PERSON SPECIFICATION/SKILLS

- Must have excellent personal presentation
- Excellent communications skills
- Skilled in selling

KEY WORKING RELATIONSHIPS

- All Guests of Hamilton Island
- Concessionaires
- Other Departments
- HIE Executive Team and Stakeholders