

POSITION VACANT: Retail Sales Assistant

The Company

Mitchell Healthcare is a rapidly growing provider of healthcare equipment to retail and institutional clients. We have outlets in Benalla, Wangaratta and Wodonga with a warehouse in Benalla that services all our stores and delivers equipment to clients throughout the Northeast region. We are quality accredited and continuous improvement is something we strive for.

A recent vacancy means that we are looking for a person with sales or customer service experience, someone with the ability to work with customers to understand which products will best meet their needs.

The Role

This is a full-time role, Monday to Friday from 9am - 5pm (8.30am on Thursdays for team meetings). It is based in Wangaratta and reports to the General Manager of Mitchell HealthCare.

Award/Classification: General Retail Award - Level 1 initially (\$21.00/hr) + 9.5% superannuation.

Specific Duties

- Develop a comprehensive knowledge of our product range so as to guide clients to appropriate solutions for their needs
- Build good relationships with clients, therapists and team members.
- Manage the sale process, from initial contact through to delivery of goods to the client
- Diligently record all transactions and stock movements to maintain the accuracy of our records
- Be very familiar with our website in order to assist customers with their enquiries, as well as using it as an information resource for your own work.
- Maintain the appearance of the store and stock, including appropriate cleaning.
- Clean used equipment in accordance with our procedures and standards.
- Undertake other duties as directed

Qualities, Skills & Personal Attributes

- Customer service and sales skills
- Experience with computerised POS, Microsoft Office applications, email and internet
- Be a great communicator
- Be ready and able to work within a team
- Enjoy working with the public

- Have a polite, helpful manner
- Be confident and assertive
- Be well presented and approachable
- Be punctual

Mandatory Training requirements

The Assistive Technology industry is growing and changing rapidly, and Mitchell HealthCare needs to be constantly adapting to that change. This means that all staff need to be learning and developing themselves on an on-going basis. The Sales Assistant is expected to develop and maintain a broad ranging knowledge of the many products available to clients, not just those in the store, and keep abreast of new products through internal training and communications. They must also develop their general skills and knowledge in areas relevant to their role as the needs arise, such as sales skills, computer software and systems, new procedures and processes, or changes in the industry.

The recruitment process

If you think this role is for you, please provide (1) a written application and (2) your resume.

IMPORTANT: Your written application must address each individual selection criteria, identifying the experience you have that is relevant.

The Selection Criteria

1. Recent experience in a sales or customer service role, including demonstrated ability to engage with clients and build an understanding of their needs
2. Demonstrated skill in dealing appropriately with people who may be stressed or unwell
3. Demonstrated ability to interact positively with colleagues across the entire business and work as a team to achieve a good outcome for the client
4. Demonstrated ability to learn new knowledge and skills quickly
5. Accuracy in all aspects of work
6. Sound literacy and numeracy skills
7. A sound knowledge of computerised POS systems, Microsoft Office applications, email and internet
8. A current police check (or be willing to have one undertaken)
9. A current driver's licence
10. A Certificate III in Retail (desirable)

Applications must be either emailed to ellyn@businessgrowthstrategies.biz or uploaded to Seek.com no later than 6pm on Thursday 30th August.

If you need more information about the position, contact Tanya Mitchell, General Manager on 03 5762 1125.

Additional information about our selection process:

- We will do an initial shortlisting of applicants based on responses to the selection criteria;
- We will conduct a brief (30 - 40 min) telephone interview at a mutually agreed time to further shortlist applicants;
- For applicants then selected to proceed to interview stage, there will be a face-to-face 90-minute interview in Wangaratta; **the likely date for interviews is Wednesday 26th September.**
- Applicants who are to be interviewed will be asked to undertake a short (15 minute) on-line Talent Dynamics profile assessment;
- In some instances, applicants may be asked to attend a second interview;
- The preferred candidate/s will be asked to provide the names and contact details of 3 - 4 referees, including someone from their current place of employment (if applicable). Referees will only be contacted if the applicant is a strong contender for the role.

Please note: the successful candidate will have a 3-month probationary period.

If you need more information about the recruitment process, contact Ellyn Martin at Business Growth Strategies on 0412 375 760.