



Retail Assistant – Paint Sales

- **Full time position or alternatively two part-time roles**
- **Learn on the job as part of a supported team**

Hammonds Paints is a family-owned company, dedicated to sharing its specialised knowledge and expertise with painters and decorators of all experience levels, whether they are master painters or DIY homeowners or renovators.

We are seeking a Retail Assistant to provide exceptional customer service to assist in the promotion and sale of painting and related decorating products.

Our requirement is for 38 hours across two stores – Hamilton and Portland – and we offer flexibility to the right applicant(s) in providing for either one full time position or two part-time positions. For a full time position we also offer flexibility in the hours required in each store, which can be supported by our team members in both locations.

Previous experience in customer service, retail, sales or trade environment is essential, and the ability to build good relationships and engagement with customers and team members will ensure success in this role.

Day to day responsibilities include assisting customers with their enquiries, operating point of sale system, ensuring immaculate store presentation, and ordering and receiving stock.

Previous experience in paint sales is not essential.

Please refer to the Position Description for further details and how to apply.



Position Description

Retail Assistant - Paint

About Hammonds

Hammonds has remained a family-owned company for almost six generations, that is dedicated to sharing its unmatched experienced with anyone who is painting or decorating, whether they are master painters or DIY homeowners. Our specialised knowledge, expertise and advice has helped thousands of people ensure they achieve the very best results with a minimum of time, effort, and cost.

Hammonds have developed an enviable reputation over the years as honest traders who are specialists in painting and decorating. Hammonds stores are located around Western Victoria, in Warrnambool, Hamilton, Portland, Swan Hill, Ballarat and Colac.

Hammonds value a workforce culture with integrity, that is healthy, happy, and motivated.

Overview of Position

The role of the Retail Assistant is to promote the sale of painting and related decorating products and to provide exceptional customer service through building trust and ensuring customers feel confident to make an informed purchasing decision.

In addition to the key responsibilities of all Retail Assistants, responsibility for specific delegated functions or tasks may be required including trade accounts, automotive and / or colour and consultation specialisations. Where these specialisations apply, they will be reflected in the employee's Annual Key Performance Indicators.

Key Results

1. Customer Service
2. Inventory and Merchandising
3. Point of Sales
4. Workplace Health and Safety



Hours of Work

Standard store operations are between 7.30am – 5.30pm Monday to Friday, as well as 9am – 12pm on Saturdays and staff are rostered accordingly.

Retail Assistants are engaged on either a full-time or part-time basis, depending on the specific store needs. Employee contracts outline the specific hours of work applicable to each individual role.

Key Responsibilities

- Provide excellence in customer service and ensure all retail and trade customers are greeted in a professional and helpful manner.
- Ensure customer needs are met and are provided with industry best advice and product knowledge.
- Provide assistance with colour selection, matching and decorating advice, and support customers with as much time and information as they require.
- Operating point of sales register, completing sales transactions and payments
- Maintain high store standards and conditions, ensuring store appearance is presented clean and tidy.
- Create and merchandise in store stock displays and monitor and maintain stock levels.
- Secure customer orders and notify customers when stock has arrived.
- Receive stock deliveries; unpack stock, restock shelves, and package goods for delivery and deliver when required.
- Tinting and mixing paint, for retail, trade, auto and industrial services.
- Be proactive and show initiative, ensuring all tasks are completed in a timely and professional manner whilst providing excellent attention to detail.
- Participate in annual stock take.
- Comply with workplace health and safety requirements, risk management and satisfactory operation of Hammonds systems of control.
- Undertake additional responsibilities when required.

Values and Behavioural Expectations

- Customer Engagement
- Accountability
- Empowerment
- Integrity
- Stakeholder Value



Selection Criteria

1. Previous experience in a customer service, retail, or sales position, or alternatively transferable experience in a relevant trade environment.
2. Demonstrated ability to build good relationships and engagement with retail and trade customers, team members and managers.
3. Great communication, time management, organisational and problem-solving skills.
4. Experience in sales transactions and payments.
5. A good working knowledge of Microsoft office suite of programs and competent general computer skills.
6. Proven reliability and punctuality with a positive can-do attitude.

Health and Safety

All staff are required to comply with the Hammonds Occupational Health and Safety procedures and requirements; to work safely, consider safety factors and actively contribute to hazard identification within the working environment.

Additional Requirements

- This position requires a valid Driver's Licence.
- All staff are required to participate in regular performance development and management reviews.
- All staff are required to comply with the Policies and Procedures of Hammonds, including the COVID-19 Vaccine Mandate regulations as they apply under State Government Direction

Enquiries and How to Apply

Confidential enquiries regarding this position can be directed to Claire Farrer of Cooper Hardiman on 0419 138 085 or via email at claire@cooperhardiman.com.au

Applications addressing the Selection Criteria should be emailed to claire@cooperhardiman.com.au.

Applications close Monday 2 May, 2022.

