

## Position Description

# Retail Salesperson

## Position Specifics

**Department:** Sales

**Reports to:** Sales Manager

**Supervises:** None

## Purpose

Responsible for selling small engine, turf equipment and power products to new and existing customers, receiving and delivery of parts and accessories. In addition, performs in store customer service, organisational promotion and stocking duties.

## Responsibilities

- Provide exceptional customer service while representing the Company selling products and equipment to customers.
- Answer telephone enquiries in a courteous and polite manner.
- Promote and sell products and services to meet customer needs.
- Invoicing of goods and services and money handling.
- Assist with preparing and maintaining merchandise displays and cleanliness of the showroom.
- Conduct new equipment demonstrations and start-up of equipment.
- Assist with the preparation and execution of customer events.
- Maintain current product knowledge on features and benefits of all equipment saleable by the Stihl Shop.
- Maintain all customer information for sales management.
- Attend relevant training events and seminars.
- Supply Service Technicians with parts as required for servicing equipment.
- Follow up on parts shortages and report issues to the Parts Manager.
- Assist in keeping dealership and workplace area clean and orderly.
- Ensure all tools, products and equipment are maintained and in good working order.
- Ensure OHS procedures and legislation are followed and adhered to while performing tasks.

## Requirements

- Strong organisational and customer service skills.
- Reliable and punctual with strong work ethic.
- Ability to communicate effectively both verbally and in written form.
- Ability to use standard desktop applications such as Microsoft Office and internet functions.
- Ability to work in a team environment and independently.
- Willing and eager to learn.
- Valid driver's licence preferred.
- Forklift licence preferred.
- Previous retail sales or customer service experience preferred.
- Some experience with small engine or outdoor power equipment.