



JOB DESCRIPTION - SALES ASSISTANT

Role/ Title: Sales Assistant

Grade: S7 – Operative

Hours: 7.30 – 16.30

Reports to: Sales Coordinator / Distribution and Marketing Manager

Liases with: the Project Manager and Senior Management

MAIN PURPOSE OF THE JOB

To provide efficient and effective customer service to the Bible Society customers. The role will assist customers with purchases and handle merchandising, restocking shelves and sales. The Sales Assistant will manage the cash register or point of sale system and help customers find products in their store. The role will also be responsible for setting up displays and keeping up the store appearance.

Key Accountabilities

Duties and Responsibilities.

- i. Sale of the scriptures in Bible Shop, to churches, and commercial outlets.
- ii. Merchandising – Stock display and good shop management through a well thought product display.
- iii. Reporting – daily compilation of daily summaries and reporting to management.
- iv. Reviewing shop and own sales performance, aiming to meet and exceed targets.
- v. Managing cash and payment systems in accordance with company procedures and policies.
- vi. Provides product, promotion, and pricing information by clarifying customer requests; selecting appropriate information; forwarding information; answering questions.
- vii. Perform quality checks on products and delivery services and provide weekly reports to management.
- viii. Be involved in stock control and management by daily updating of bin cards and escalating any discrepancies to management.
- ix. Customer feedback compilation and producing a weekly report on the same.

- x. Assist in promotion and marketing activities of the society and Bible Society membership to existing clientele and walk in customers.
- xi. Data capturing of clients and sales in the business information system.
- xii. Assisting in other Bible engagement and advocacy related programs.
- xiii. Assist in managing social pages platforms and the organisation website.

Key Competencies

- customer service skills
- the ability to work well with others and serving people
- patience and the ability to remain calm in stressful situations
- to be thorough and pay attention to detail
- sensitivity and understanding
- persuading and negotiating skills
- the ability to use your initiative
- excellent verbal communication skills
- to be able to use a computer and the main software packages competently

Personal Attributes

- Customer Focussed.
- Good team worker.
- Proactive.
- Attention to detail.
- Completeness of work.
- Enthusiastic.

Physical Effort

At certain points of the day the post holder will be expected to undertake bending, lifting and stretching in the course of their duties e.g., carrying boxes containing Bibles.

NB: *The postholder will be required to perform any other duties assigned from time to time by management.*