

POSITION DESCRIPTION

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| Position Title: | Production and Sales Assistant |
| Reporting To: | Managing Director |

Position Summary

The Production and Sales Assistant is responsible for the smooth operation of the market stall, maintaining a high level of customer service and ensuring that the stall is visually appealing and meets workplace health and safety standards and regulations. The Production and Sales Assistant is also responsible for assisting in preparing and packaging seafood products in readiness for sale, as well as serving customers in the factory.

Responsibilities

Customer Service

- Greeting customers and asking open ended questions to determine their needs.
- Sharing product knowledge and assisting customers in the selection of products.
- Providing advice to customers about available seafood and ways in which it can be prepared and cooked.
- Packaging goods sold to customers.
- Calculating sale prices and processing cash and EFTPOS sales transactions.
- Stacking and displaying items for sale, and keeping the factory or store tidy and attractive.
- Communicating with market organisers as required during market days.

Production

- Assisting in the preparation and packaging of seafood products.
- Loading and unloading market trucks in readiness for the market stall set up.
- Setting up/ packing up market sites following established procedures.
- Assisting in stocktake and restocking freezers with seafood products.

Cleaning

- Cleaning and sanitizing knives and equipment during and after processing.
- Cleaning and sanitizing machines and work areas during and after processing.
- Emptying and cleaning rubbish bins.
- Cleaning freezers, cold rooms and market stall trucks as required.

Competencies

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| Licences & Certificates | - Australian "C" class Driver's Licence. |
| Skills & Experience | <ul style="list-style-type: none"> - Previous experience in a customer-facing position. - Highly developed verbal and written communication skills. - Neat, tidy and professional presentation. - Proven, demonstrated skills in being able to work in a team environment. - Knowledge of, or the ability to acquire knowledge of a range of seafood products. |
| Desirable | - Own transport. |

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| Personal Attributes | |
|------------------------|---|
| Characteristics | <ul style="list-style-type: none">- Outstanding interpersonal skills and a friendly personality.- An eye for food presentation and a high level of attention to detail.- A passion for providing exceptional customer service.- A solid work ethic and a positive attitude.- Taking pride in own work.- Demonstrated initiative and a proactive approach to work.- Demonstrating a sense of priority and urgency. |

Acceptance

I have read this position description and I understand my responsibilities and accountabilities. I accept the conditions of this position.

Employee Name: _____

Signed: _____

Date: _____