



## JOB DESCRIPTION

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### **POSITION DESCRIPTION:**

Position Title:       **Sales Staff**

Level:                 **JA2**

Department:         **Sales**

Report to:            **Sales Leader/ Sales Supervisor**

### **Purpose and Objective of this position:**

To deliver Sales targets and consumer satisfaction by providing best counseling service.

### **Essential Job Duties and Responsibilities:**

#### **1/ Building the business:**

- Always in ready status to welcome consumers
- Achieve monthly targets.
- Has full knowledge about the product.
- Update special information about daily sale programs such as: special sales strategies, new promotion, changed price, currencies exchange rates, new product lines, brand visiting.
- Make the right payment process.
- Handle customers' complaints and other incidents, report to the Direct Leader/ Supervisor.
- Return cash floats and all necessary documents to close registers and secure sales receipts. Process end-of-shift balancing of monies.
- Hand over work properly between shifts. Make sure pending works are acknowledged and followed-up.
- Before closing, ensure nobody remains in shops, all electronic facilities are turned off according to GA department's guidelines, and all doors are shut and locked properly.
- Create and maintain an attractive and clean counter environment.

#### **2/ Goods control:**

- Check stock integrity and proceed stock replenishment and oversee the display.
- Check stock labels, price tags, POP.
- Oversee stock transfer. Make sure stocks are picked and packed properly. Picking list must be checked before inputting in the POS system.
- Stock inventory every month.

#### **3/ Manner:**

- Strictly follow grooming rules: uniform, name tags, hair, nails, make up, gestures, service attitude.
- Coordinate for proceeding body check protocol when staff get out from the working place.
- Assist and train staff during working shifts.
- Oversee POS settlement and cash collection.
- Make a daily report to Sales Managers.



- Adhere to all policies/procedures in compliance with the airport.

**Other Job Functions or Accountabilities:**

- Assist in merchandise inventories as applicable.
- Assist in proper handling of merchandise including maintenance of visual merchandising guidelines.
- Assist in periodic floor re-sets.
- Assist Managers as needed to ensure consistent execution of store objectives.

**Education and Experience Requirements:**

|                           |                                                                                                                                           |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Educational Requirements: | High School graduate upwards; have basic math skills                                                                                      |
| Work Experience:          | Priority for candidate has experience in a retail, customer service, hospitality services, or luxury brand boutique environment preferred |
| Equipment/Tools:          | POS terminal, computer, office equipment                                                                                                  |
| Licenses Required:        | Follow the requirements of the company after passing the interview.                                                                       |
| Critical Skills:          | Multilingual speaking ability in english, Chinese, Korean preferred                                                                       |

**Key Contacts/Relationships:**

| Internal                                                                                             | External                                                                                            |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Store team and Support teams (Human Resources, Finance, Logistics, and IT), corporate merchant team. | Travelers, Customers<br>Brand/vendor representatives<br>Government, Community, and Business leaders |

**Working Conditions/Environment:**

Airport retail environment. Requires standing throughout the working shift and proactive interaction with customers and staff.

**Working Time**

- Work in shift (7 hours/ 1 shift)
- 6 working days/ week), 1 day off randomly

**Salary & Benefits**

- Competitive Salary
- Monthly incentive
- 13<sup>th</sup> month salary, holiday bonus
- Meal, phone allowance
- Full social insurance contribution from the first month
- PVI health care insurance
- International working environment

