

Whakaaturanga Mahi – Job description

Job details	
Job title:	Retail Assistant
Reports to:	Retail Team Leader
Direct reports:	Nil
Key relationships:	
<i>Internal:</i>	Customer Services team Clinical Services Advisors Procurement team Warehouse Branch Managers and staff Mana Whaikaha staff
<i>External:</i>	General public Disabled persons and their whānau Elder persons and their whānau EASIE Living partners/suppliers Support services Community organisations Local Government EMS Assessors and private contracted assessment services Funding agencies (ACC etc)
Location:	Palmerston North

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

This role will support the EASIE Living Retail Store and Demonstration Centre by providing impartial advice, support, and other resources. Actively promotes the DIAS function of EASIE Living to all customers.



Assists with all activities in relation to the retail store, in particular selling assistive equipment and products, store presentation, stock replenishment on the floor and creating a quality customer service experience instore.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
DIAS Support Able to provide strong impartial advice to customers, to assist them to be active in their community and live independently for longer. Ensure a high level of customer satisfaction with the service provided.	• Ensure a good range of pamphlets and other information sources are available for EASIE Living customers at all times. Be familiar with websites to find information to provide to customers. • Actively promote FirstPort as a resource to customers for finding independent information. Show them the monitor and show them functionality of the website. • Work to establish strong relationships with external community organisations to improve knowledge of services they offer. • Gather feedback on regular enquiry topics and ensure these are provided to the Retail Team Leader and Communications team to consider inclusion on Firstport, or to create resources for EASIE Living to support this enquiry. • Keep survey data on number and types of enquiries to feedback to the Retail Team Leader.
Retail Sales Assists with all activities in relation to the retail store, in particular selling specific product, store presentation, stock replenishment on the floor and creating a quality customer service experience instore.	• Timely opening and closing of the store. • Maintaining a clean and well-presented store with accurate stock management, through recording sales and transactions, such as receiving and processing cash, EFTPOS/credit card payments, credit notes and returns, along with assisting with stock displays, placement, and rotation. • Maintain a high level of customer service and satisfaction by finding out the customer needs, recommending community services and support available or product options, describing the products features and benefits and demonstrating use and operation of the product. • Ensure monthly sales and margin return targets are being met as part of the EASIE Living team. • Providing information about warranties, manufacturing specifications, care and maintenance of merchandise and delivery options. • Assist with managing the Sensory Room bookings, managing the calendar, greeting customers, and familiarising them with the room. Ensure the room is clean and tidy for the next customers. • Assist with managing the EASIE Living hire pool, maintaining the ZOHO system to ensure accurate customer information is recorded, equipment levels are recorded, and equipment is recalled as needed by contacting customers.

Key objectives	Responsibilities
	- Assist with managing the conference and meeting room bookings, ensuring participants are aware of health and safety requirements, and assisting with setting and packing up the room as needed. - Other duties, relating to retail, as required.
Quality (CQI) Identifies opportunities for improvement and regularly provides feedback on the efficiency of the customer service process.	- Identifies new business opportunities through customer feedback and ensure this is fed back to the Retail Team Leader and noted in the EASIE Living retail communication book. - Proactively seeks feedback on the quality of the customer service experience, by supporting client satisfaction surveys.
Job Training Participates in any applicable training and multi-skilling programmes aimed at increasing service and product knowledge of the tasks and functions.	- Maintains an up to date working knowledge of the range of disability equipment and its functional uses. - Actively participates in training programmes as required to enhance own expertise and knowledge. - Maintains an up to date and thorough understanding of the current policies, practices, and procedures specific to own job. - Provides input into potential skill or knowledge “gaps” to inform future training.
Quality Service Delivery Demonstrates a commitment to customer-focused, quality service delivery ensuring a high level of customer/service user satisfaction.	Consistently fulfils the “critical” core competencies, attributes, and skills for this position, as detailed in the attached Position Competencies.
Professional Development Develops and maintains up to date skills, knowledge, and expertise.	- Participates in annual performance review process and identifies own development needs. - Participates in relevant training programmes as required, or as approved, to support a high level of productivity and quality. - Maintains relevant qualifications applicable to the role.
Health, Safety, and Wellbeing Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation	- Is familiar with all policies and procedures as they affect the work environment. - Ensure that safe working procedures are practised, and no person is endangered through action or inaction. - Is aware of and can identify hazards and acts, accordingly, including preventing or minimising the adverse effects of hazards. - Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand’s incident reporting system. Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.

Key objectives	Responsibilities
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.
Cybersecurity and Data Privacy <i>Apply knowledge and skills to all work practices to protect the confidentiality, integrity, and availability of data and systems used by Enable New Zealand and comply with the Privacy Act 2020 and any subsequent amendments or replacement legislation</i>	- Follow Enable New Zealand policies and procedures when handling information to protect privacy and confidentiality. - Take care to only access or share information that is necessary for your role and authorised for use. - Be mindful of how information is discussed, stored, and shared (e.g. in conversations, emails, and documents), especially when it involves personal or sensitive details. - Report any suspected privacy breaches, data loss, or security concerns promptly through the appropriate channels. - Keep work devices, passwords, and access details secure and do not share them with others. - Ensure physical information (e.g. printed documents) is stored securely and disposed of appropriately when no longer required. - Support a culture of privacy and security by completing required training and applying it in day-to-day work. - Use approved tools and systems when handling Enable New Zealand information to maintain data integrity and security.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Qualifications and Experience

Preferred

- New Zealand Certificate in Retail Level 2 or higher
- Point of sale and cash handling experience

Desirable

Understanding of the wider rehabilitation, health, and disability sector:

- Empathy/affinity with people reliant on Enable New Zealand's services.
- Understanding of the challenges and barriers that disabled people experience.

Experience interfacing directly with the public (not necessarily face to face):

- Engaging with customers to deliver a quality customer service experience.

Product Knowledge:

- Has a practical working knowledge of a wide range of disability equipment and its functional uses.

Sector background:

- Has previously worked in the rehabilitation, health, and disability sector (with relevant allied health background/ qualification) and/or has a proven work record in the retail industry.

Technical skills and Personal attributes

- Point of sale experience
 - Experience and working knowledge in using point-of-sale technology, including stock management.
- Store presentation
 - Previous experience in designing and managing store layouts to maximise sales opportunities.
- Engagement and participation
 - Experience in proactively engaging with local businesses, community organisations, suppliers and EASIE Living partners in relation to sales opportunities and promotions.
- Prepared to travel as required (has a current and clean NZ Driver licence) – representing Enable New Zealand by attending/ participating in conferences, expos, display tours and on occasion presentations and supporting the Mobile Van service within the region.

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, an enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.