



Sales Assistant - Appliances

ANZSCO 621111

Description
Sells appliances and related products and services in a retail or wholesale outlet.
Typical work tasks (may include any combination of the following)
Determines customer requirements and advises on product range, price, delivery, warranties and product use and care; demonstrates and explains to customers the establishment's goods and services; sells goods and services; accepts payment for goods and services by a variety of payment methods and prepares sales invoices; assists with the ongoing management of stock such as product inventories and participates in stocktakes; displays goods for sale; and organises and assists with dispatch of goods sold.
Typical work environment
<ul style="list-style-type: none">• Indoor retail or wholesale shop environment.• Works at counters or on shop floor and deals directly with the public.• Will usually work in adequately heated and ventilated spaces.• Workspaces will usually be clean and well-maintained and set-up to provide a welcoming sales environment for customers.
Typical physical and mental demands
<ul style="list-style-type: none">• Generally light to medium physical demand work. Up to a heavy work demand if required to move products.• Frequently stands at sales counters or walks about the establishment to assist customers and locate merchandise. Could sit occasionally on high stools.• Manually or electronically enters customer purchases into tills, receives cash, cheques, EFTPOS and credit card payments and processes these and issues receipts.• Stretching and or twisting movements are likely to be required occasionally when demonstrating or moving products.• Lifting, pulling or carrying requirements will be occasional and of a medium to heavy demand level for most of these types of products.• Bending, squatting or crouching movements are possible when demonstrating or moving products.• Repetitive hand and finger movements are necessary when operating electronic tills, computers and pricing guns.• Driving is not likely to be required except for roles where delivery is part of the transaction.• Use of office hand-held equipment such as pens or calculators will be occasional.• Mental skills necessary include communication, memory, recording and calculating skills
Further comments
<ul style="list-style-type: none">• There are opportunities for flexibility of movement.
Key entry requirements (skill level, qualifications, licenses)
An NZQF Level 1 qualification, or compulsory secondary education (ANZSCO Skill Level 5). For some occupations a short period of on-the-job training may be required in addition to or instead of the formal qualification. In some instances no formal qualification or on-the-job training may be required.

This document is based on ANZSCO 2013. Other sources of information that may have been consulted are industry contacts, employers, newspapers and internet-based sources. For physical demand level definitions see Matheson, L.N. (2003). Functional Capacity Evaluation.