Basic job skills:

Retail assistant

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| **Tasks for the retail assistant:**   * serve and help customers * establish customer relationships * unpack and organise goods * check stocks, prices and labelling of goods * work as part of a team * work hygienically and effectively |

**Reading**

**On a daily basis the retail assistant will:**

* read and check labelling of shelves
* read product information on goods
* read and verify IDs and discount cards
* read documents and packing slips when receiving goods
* check expiration dates

**Regularly the retail assistant will:**

* read products orders from customers
* check product descriptions, manuals and warranties
* read and understand offers and information about goods from different suppliers
* check delivery times and stocks of goods
* read promotional material and in-shop posters
* read shift plans
* read product and shipping information
* read social media posts and comments
* read messages and emails
* read reports and minutes of meetings

**Occasionally the retail assistant will:**

* read information and forms relating to their own employment relationship
* read and check requisitions
* read procedures and rules for handling non-conformities
* read information about health, safety and the environment (HSE)
* read and check underlying invoice documentation
* read training material in connection with courses and other training

**Writing**

**On a daily basis the retail assistant will:**

* write a log from their own shift
* write notes and reminders to themselves and others
* sign for goods received

**Regularly the retail assistant will:**

* write down enquiries from customers and suppliers
* fill in complaint and claim forms
* record the cash register settlement
* write information and instructions to colleagues and their own supervisor
* write messages and emails

**Occasionally the retail assistant will:**

* fill in and sign requisitions
* write down new procedures
* write posters and signs to inform customers
* document work-related non-conformities and incidents
* take notes and write assignments in connection with courses
* fill in forms and applications relating to their own employment relationship
* prepare underlying invoice documentation
* write posts and respond to messages on social media
* fill in order lists

**Oral skills**

**On a daily basis the retail assistant will:**

* receive and respond to inquiries
* make customers feel welcome
* communicate industry knowledge to customers
* provide guidance and identify customer needs
* present various products and promotions to customers
* give oral reports on incidents during their own shift
* have conversations with the supervisor and colleagues to coordinate the work
* inform customers about membership benefits
* share information with colleagues in connection with shift handover

**Regularly the retail assistant will:**

* receive and deal with complaints and defect claims from customers
* discuss working hours and shifts arrangements
* receive information from the supervisor and colleagues
* talk to distributors and transport workers
* understand the importance of being service-minded and be familiar with different communication situations
* take part in lunch and break conversations
* guide customers when using self-checkout systems

**Occasionally the retail assistant will:**

* receive information about new systems, procedures and products
* participate in HSE training
* receive guidance in correct work postures and techniques
* discuss their own working conditions and training needs with the supervisor
* discuss and provide input to safety and employee representatives
* give oral reports on incidents that occurred during their own shift to the supervisor or colleagues

**Numeracy**

**On a daily basis the retail assistant will:**

* check that the number of items matches the invoice on delivery
* check the customer’s receipt in case of complaints/refunds
* count and verify payment and change when serving customers
* count, weigh or measure goods for the customer
* calculate the quantity of goods based on the customer’s description of needs and prices
* understand symbols and product code lists
* check the cash register in connection with shift handover or at the end of the day
* check the date on various items and calculate how many sales days are left
* place items in the correct order by date

**Regularly the retail assistant will:**

* check their own payslip
* fill in timesheets
* calculate prices and discounts given as a percentage
* interpret and check bills and invoices
* consider offers and information about goods from different suppliers
* check and assess the price of goods
* read measuring instruments in the shop

**Occasionally the retail assistant will:**

* check stocks
* calculate their own tax or holiday pay
* make estimates of quantities in connection with purchases

**Digital skills**

**On a daily basis the retail assistant will:**

* handle various cash registers
* search databases
* operate a payment terminal
* register and check goods with a scanner
* use a digital time registration system
* check and use self-checkout systems

**Regularly the retail assistant will:**

* check product information online
* use email to communicate with customers and supervisors
* order goods through online catalogues
* order goods on the basis of scanned lists of missing goods
* register goods received digitally
* enter customer data in the shop’s registers
* send and receive messages and emails
* use a smartphone and tablet with different apps relating to tasks

**Occasionally the retail assistant will:**

* take photos to document incidents or non-conformities
* use bank services to deposit the cash register settlement
* store and search for campaign material in the archive
* help customers with electronic payment services
* find information about rights in connection with purchases and sales on public websites
* update their knowledge of HSE using digital resources
* search the internet to check whether goods may contain harmful substances
* use various training resources
* use social medial to advertise their own business
* stay up to date on environmental requirements in relation to waste management
* use QR codes and barcodes as needed
* use various digital arenas for collaboration and communication
* use standard office software