



## Job Description

Job Title:	Operations / Internal Sales Assistant
Date issued:	15 April 2008

### General Requirements

1. To fully understand and adhere to the company's General Key Performance Areas as specific to your job in respect of:
  - a. Achievement & Action
  - b. Analytical Thinking
  - c. Attitudinal
  - d. Cash Control
  - e. Communication
  - f. Corporate Image
  - g. Diversity
  - h. Flexibility
  - i. Information & Confidentiality
  - j. Innovation & Initiative
  - k. Interpersonal Relationships
  - l. Management & Leadership
  - m. Operational Excellence
  - n. Safety
  - o. Self Management
  - p. Service Quality
  - q. Teamwork & Co-Operation
2. To fully understand and adhere to the company value system and procedures and policies as documented and to set an example to other staff members.

### Primary Tasks and Duties

1. Learn about new products and consumer trends.
2. Talk with sales representatives.
3. Inspect, compare and select goods.
4. Negotiate prices with suppliers.
5. Place orders and arrange for delivery.
6. Handle general accounts queries.
7. Enter information in a computer.
8. Assist with collection of outstanding money.
9. Manage stock returns.

### **Skills Required**

1. Must have good planning and time-management skills.
2. Good written and oral communication skills.
3. Must be skilled in making calculations – good mathematical ability.
4. Must have good decision-making ability.
5. Must have excellent negotiation skills.
6. Must have good record keeping skills.
7. Must have good organisational ability.
8. Must be able to meet deadlines.

### **Physical Requirements**

1. Must have a neat and tidy appearance.

### **Contact with People**

1. Work alone and in a team.
2. Will work under the direction of a manager and may supervise others.
3. They interact with suppliers, clients and other staff members.

### **Personal Qualities**

1. The following are the key personal qualities that are required in this position:
  - a. Outgoing, confident and persuasive.
  - b. Able to make good decisions.
  - c. Adaptable to different situations and environments.
  - d. Culturally sensitive, tactful and diplomatic.

### **Equipment**

2. The following is a list of equipment that will be used in this position. You are expected to be fully familiar with the use of this equipment:
  - a. Computers.
  - b. Fax machines.
  - c. Telephones.
  - d. Cell phones.