

Position Title: Retail Trainee

Location: Wagga Wagga

Course: Certificate III – Retail Operations

Duration: 2 years

POSITION OVERVIEW:

The purpose of a traineeship is to provide the individual with the opportunity to develop skills and knowledge in a particular trade through completing on the job training with a host employer and completing an approved course of formal training through a registered training provider such as TAFE.

As a Retail Trainee, you will be responsible for ensuring customers have a positive retail experience whilst in your outlet. Tasks may include cash handling, merchandising, stock control, answering enquiries and making recommendations on purchases.

CORE REQUIREMENTS

To fulfill the training requirements of an Apprenticeship or Traineeship you will;

- Abide by terms and conditions of the Training Contract
- Commit to and complete the RTO endorsed training plan in the time allocated
- Enroll and attend vocational training; complete theory based assessments and demonstrate skills through competency based assessments to the best of your ability
- Comply with legislation relevant to your trade, in particular the Apprenticeship & Traineeship Act and the Work Health & Safety Act
- Complete GATES induction and take WH&S test prior to commencing work

EXPERIENCE AND TRAINING

Essential Criteria:

- A willingness to develop skills and knowledge in this trade
- The ability to listen and follow instructions and ask for help when necessary
- The desire to make a positive contribution to the Host Employers workplace by being punctual, interested and adhering to workplace policies and procedures
- Act responsibly and safely in the workplace
- Develop an effective working relationship with your Field Officer through regular communication and participation in field visits
- Fill in timesheets correctly and on time

Desirable:

- Understanding of apprenticeship and traineeships
- Work experience in chosen trade

LINE MANAGEMENT AND REPORTING RELATIONSHIPS

A Trainee is employed by GTES and has regular communication with GTES through their Field Officer. In the workplace the Trainee reports to the Host Employer or supervisor appointed by the Host Employer. A Trainee must develop effective working relationships with:

- GTES Field Officer
- Host Employer
- Colleagues in the workplace
- TAFE Teachers
- RTO Assessors

DUTIES AND RESPONSIBILITIES

- Work effectively in a customer service environment
- Communicate in the workplace to support team and customer outcomes
- Advise on products and services
- Sell products and services
- Apply point-of-sale handling procedures
- Plan, create and maintain displays
- Maintain and order stock
- Build relationships with customers
- Merchandise products
- Operate retail technology
- Apply safe working practices