

SSLPR18 Leather Goods Retail Sales / Customer Service Assistant

1. Job role

TCF sub-sector	Leather Goods Manufacturing
Functional area	Sales and Customer Service
Job role	SSLPR18 Leather Goods Retail Sales / Customer Service Assistant
Job role description	Provides frontline retail sales and customer service support for leather goods manufactured by the enterprise. Responsible for assisting customers, processing sales transactions, managing product displays, handling enquiries and supporting brand representation in retail or online environments.
Performance expectations	• Achieve individual and store sales targets • Provide high-quality customer service and product advice • Maintain accurate sales and transaction records • Represent brand values and product knowledge professionally • Maintain organised and attractive product displays • Support customer retention and repeat business
Specialisation	• In-store retail sales • Online customer service support • Wholesale order support • After-sales service and product care advice
Application in other Textile, Clothing and Footwear (TCF) sectors	Transferable to retail and customer service roles in apparel, footwear, accessories and broader consumer goods sectors.

2. Key tasks and critical work functions

Key tasks	• Assist customers with product selection and advice • Process sales transactions and returns • Maintain point-of-sale (POS) systems • Replenish stock and manage product displays • Respond to customer enquiries in person and online • Support inventory checks and stock counts • Promote new products and special offers
Critical work functions	• Deliver consistent customer experience • Accurate transaction processing • Effective product knowledge communication • Brand representation and professionalism • Support revenue generation and customer retention

3. Technical skills

Retail sales systems	Operate POS systems and manage sales transactions.
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Product knowledge	Understand leather goods materials, construction and care requirements.
Inventory handling	Assist with stock control and replenishment.
Customer service systems	Manage enquiries and customer records.
Online sales platforms	Support processing of online orders and customer communications.
Cash handling procedures	Process payments accurately and securely.

4. Generic Skills

Communication	Engage customers clearly and professionally.
Customer focus	Prioritise customer satisfaction and service quality.
Teamwork	Work collaboratively within retail and production teams.
Attention to detail	Ensure accuracy in transactions and stock management.
Time management	Manage tasks during peak retail periods.
Problem solving	Address customer concerns and resolve routine issues.

5. Emerging skills

Emerging skills	• Use of digital POS and CRM systems • Social media customer engagement • Online product or equivalent product presentation and content awareness • Basic data analytics from retail dashboards
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6. VET Qualifications and Skill Sets

Entry-level preparation	SIR30216 Certificate III in Retail or equivalent.
Advanced development	SIR40316 Certificate IV in Retail Management or equivalent.

7. Job progression

Possible job progression	Retail Sales Assistant → Senior Sales Assistant → Store Supervisor → Retail Manager → Sales and Marketing Manager
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8. Classification

Australian Qualifications Framework	AQF Level 3-4
Australian Bureau of Statistics (ABS) Skill Levels	Skill Level 4
Open Source Classification of Occupations for Australia (OSCA)	Retail Sales Assistant - Manufacturing / Retail context



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