

SSLPR18 Leather Goods Retail Sales / Customer Service Assistant

Disclaimer

These Occupational Frameworks and Skill Profiles have been developed as workforce planning, occupational mapping and skills reference resources for the Australian textile, clothing and footwear (TCF) industry. They are intended to describe the typical functions, responsibilities, skills and capabilities associated with occupations across the industry.

These documents are not intended to replace or override industrial instruments or employment arrangements, including awards, enterprise agreements, employment contracts, position descriptions, classification structures, licensing or regulatory requirements, or other statutory obligations. Where differences arise, the relevant industrial, legislative or regulatory requirements take precedence. The Skill Profiles should be used as complementary reference documents to support workforce planning, career development, training and skills recognition.

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. Assists customers across in-store, online and telephone sales channels, processes sales transactions, coordinates orders, supports purchasing and administrative functions in small and medium-sized enterprises, manages customer enquiries and after-sales service, and represents the enterprise and its products professionally.
Performance expectations	• Achieve individual and store sales targets. • Provide high-quality customer service and product advice. • Maintain accurate sales, financial and transaction records. • Represent brand values and product knowledge professionally. • Maintain organised and attractive product displays. • Support customer retention and repeat business. • Accurately coordinate customer, supplier and workshop orders. • Complete daily administrative and reconciliation tasks accurately.
Specialisation	• In-store retail sales. • Online and telephone customer service support. • Wholesale order support. • After-sales service, warranty and product care advice. • Retail administration and purchasing support.
Application in other 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, undertake stock counts and manage product displays. • Pick, pack and dispatch orders. • Respond to customer enquiries in person, online and by telephone. • Support warranty claims and after sales service. • Undertake simple product modifications [e.g. additional holes and laser printing]. • Promote new products and special offers. • Support workflow through retail and manufacturing areas and apply order tracking system.
Critical work functions	• Deliver consistent customer experience. • Accurate financial transaction processing and reconciliation. • Effective product knowledge communication. • Brand representation and professionalism. • Support revenue generation and customer retention. • Accurate administration and purchasing support.

3. Technical skills

Retail sales systems	Operate POS systems and manage sales transactions, including refunds and exchanges.
Product knowledge	Understand leather goods materials, construction and care requirements.
Inventory handling	Assist with stock control, replenishment supplier ordering and purchase order management.
Order processing	Receive and process orders, pick and pack orders, coordinate orders between workshop, suppliers and customers and dispatch orders.
Customer service systems	Manage enquiries, customer records, telephone service, after sales support and warranty processes.
Online sales platforms	Processing online orders and coordinate fulfilment, shipping and customer communications.
Payment handling procedures	Process cash and electronics payments accurately and securely.
Retail administration and financial recordkeeping	Prepare invoices, customer statements and remittance advice; process direct deposits and account payments; reconcile cash, EFTPOS, POS, Zip, PayPal and other payment records; maintain accurate bookkeeping records; identify and resolve transaction discrepancies; and complete end-of-day financial reconciliations in accordance with enterprise procedures.

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, financial transactions, order processing and stock management.
Time management	Manage tasks during peak retail periods.
Problem solving	Address internal and external customer concerns and resolve routine issues.

5. Emerging skills

Emerging skills	• Use of digital POS, CRM and order management systems. • Digital retail administration systems and processes. • Social media customer engagement. • Online product presentation and content awareness. • Basic data analytics and reporting.
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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 5.
Open Source Classification of Occupations for Australia (OSCA)	Sales Assistant [General].



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