



Think Fish Think TANK

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# Aquarium Maintenance – Shop Assistant

We do not require a resume. Please complete the application for of which you will find on our website.

Your role is to maintain and service commercial and domestic aquariums, off-site, to our high level of standard at all times. You are also responsible for the ongoing supply and sales of food, supplements and livestock for the commercial and domestic clients.

As shop assistant you will serve customers, price and display stock and maintain a high level of fish, equipment, treatment and product knowledge.

In addition, you are responsible for the cleanliness, maintenance and care of the in-store tanks, the store, QT office and back area's cleanliness and appearance. You will be responsible for ensuring the cleanliness of three vehicles.

You will report to the Store Manager, for professional purposes your title will be Aquarium Consultant.

The role is paid under the Shop Employees State Award

Accountability – For any diminished standard of the customer's aquarium/s off-site, or the poor appearance of the store and related equipment.

Responsibility – For maintaining high level of maintenance and service at all times, maintaining and exceptional level of knowledge and providing an outstanding level of service to clients and customers.

Authority – minimal level seek Management advice

## **You Must Have:**

Knowledge of the Newcastle area/region. Able to get around efficiently.

A passion for aquarium fish and a high level of knowledge, a demonstration of this passion through your own well maintained aquarium.

Infringement free licence and able to drive in a professional and responsible manner.

Be able to drive both manual and automatic vehicles.

Be able to drive company van and other vehicles. Have own reliable and well maintained car and

Have a workable use of computer knowledge and experience with MS Outlook.

Must have experience and an understanding of caring for and cleaning a domestic and/or commercial aquarium.

A friendly, professional, confident, likable, courteous nature.

Ability to perform heavy lifting tasks.

An exceptional phone manner.

The ability to be self organised.

The ability to follow strict procedures.

A commitment to continuous improvement.

A commitment to being clean and well groomed.

Well spoken and able to read and write English to a high proficiency – report submission will be required

Able to attend evening training and product knowledge sessions

Although extra training is provided, please do not apply for this position if you do not have the above experience, you will be requested to demonstrate examples of experience in these area's in the application.

**Role:**

- ◆ Maintaining and Servicing Domestic and Commercial Aquariums, including aquarium equipment, to specific standards.
- ◆ Identifying and rectifying issues with aquarium related mechanical equipment.
- ◆ Following procedures without variation.
- ◆ Providing ongoing supplies of food, supplement and livestock to customers and clients.
- ◆ Advising customers and clients.
- ◆ Completing and submitting required reports on-time.

- ♦ Tracking sales and inventory for off-site clients.
- ♦ Tracking invoicing for off-site clients.
- ♦ Managing appointment diary in an organised and professional manner at all times.
- ♦ Liaising with management to ensure all customers' needs are met and all services are recorded and invoiced.
- ♦ Able to conduct accurate water tests.
- ♦ Must demonstrate a strong level of knowledge of marine fish and invertebrates.
- ♦ Must demonstrate knowledge of freshwater and coldwater fish.
- ♦ Must demonstrate strong product knowledge and knowledge of aquarium plants.
- ♦ May be required to work within the Retail Environment therefore able to fulfil the requirements of an Aquarium Shop Assistant as required.

#### **Work Skills**

- ♦ Demonstrates punctuality and reliability at all times.
- ♦ Able to work unsupervised and can demonstrate initiative.
- ♦ Able to complete tasks in an efficient and timely manner.
- ♦ Skilled at dealing with sensitive and confidential issues.
- ♦ Adheres to business confidentiality and intellectual property requirements.
- ♦ Able to complete routine and general duties.
- ♦ Able to learn quickly and demonstrate self-motivated learning.
- ♦ Able to effectively manage own time ensuring all duties are completed.
- ♦ Able to effectively coordinate work requirements to ensure time efficiency and cost reduction.
- ♦ Demonstrated ability to keep management informed and up-to-date.
- ♦ Interacts professionally with customers.
- ♦ Successfully motivates self to achieve optimum results.

#### **Communication**

- ♦ Able to communicate effectively with a broad range of people from diverse economic and social backgrounds.

- ♦ Confident in communicating over the telephone.
- ♦ Capable of interpreting and understanding instructions.
- ♦ Skilled at providing information.

#### **Computer**

- ♦ Microsoft Outlook for email.
- ♦ Competent use of internet.
- ♦ MS Word for producing documents and lists.
- ♦ Capable of using point of sale technology including EFTPOS, problem identification, resolution and stock control functions to a basic level.

#### **Compliance**

- ♦ Awareness of Occupational Health and Safety regulations.
- ♦ Follows organisation policies, procedures and standards.
- ♦ Adheres to confidentiality and intellectual property requirements.

#### **Presentation**

- ♦ Represents the business professionally at all times.
- ♦ Demonstrates an exceptional level of grooming and self care.
- ♦ Must ensure vehicles are kept clean and maintained at all times.

#### **General Duties**

- ♦ Completes all other duties as requested by supervisor or management.