

Customer Service Assistant Job Description

A comprehensive job description template
for Australian retail businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and retail industry practices at the time of publication. You should review and tailor this template to suit your business, retail type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Customer Service Assistant / Customer Service Representative / Returns Desk Assistant

1.2 Position Summary

A customer service assistant is a specialised retail role focused on handling customer enquiries, processing returns and exchanges, resolving complaints and managing the customer service desk. This role requires strong communication skills, patience and the ability to turn negative experiences into positive outcomes.

1.3 Reporting Structure

This position reports to:

- Store Manager / Retail Manager
- Customer Service Manager / Supervisor
- Shift Manager (during service)

1.4 Employment Type

This position is available as:

- Casual (variable hours based on business needs)
- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Customer Enquiries

- Responding to customer questions about products, services, store policies, opening hours and general information in person and over the phone
- Providing accurate and helpful information to assist customers in making purchasing decisions
- Directing customers to appropriate departments or staff members
- Maintaining up-to-date knowledge of store layout, products and services
- Answering phone calls promptly and professionally
- Taking and relaying messages to appropriate staff members

2.2 Returns and Exchanges

- Processing returns, exchanges and refunds according to store policies and Australian Consumer Law
- Inspecting returned items for damage, wear or missing components
- Authorising refunds and exchanges within delegated authority levels
- Processing transactions through the POS system accurately

- Explaining return policies clearly and courteously to customers
- Escalating complex returns to management when necessary
- Issuing store credit or gift cards as appropriate

2.3 Complaint Resolution

- Listening to customer concerns with empathy and patience
- Investigating issues by gathering information and reviewing records
- Finding solutions that satisfy both the customer and business requirements
- Escalating complex matters to management when necessary
- Following up with customers to ensure resolution satisfaction
- Maintaining composure and professionalism during difficult interactions
- De-escalating tense situations using conflict resolution techniques

2.4 Service Desk Operations

- Managing the customer service desk throughout shifts
- Maintaining queues during busy periods to ensure timely service
- Handling cash reconciliations and balancing tills
- Performing administrative tasks including filing, data entry and correspondence
- Maintaining a clean and organised service desk area
- Managing paperwork for returns, exchanges and complaints

2.5 Phone Enquiries

- Answering incoming calls in a professional and friendly manner
- Transferring calls to appropriate departments or staff members
- Taking detailed messages when staff are unavailable
- Providing accurate information about store hours, locations and services
- Handling basic enquiries without needing to transfer calls
- Managing multiple phone lines during busy periods

2.6 Record Keeping

- Documenting complaints, returns and customer interactions accurately
- Maintaining accurate records for management reporting
- Recording customer feedback and suggestions
- Entering data into customer relationship management (CRM) systems
- Tracking trends in complaints and returns for review
- Ensuring confidentiality of customer information

3. Required Skills and Attributes

3.1 Essential Skills

Clear Communication

Excellent verbal and written communication skills to explain policies, resolve issues and interact with diverse customers. Ability to communicate clearly on the phone and in person.

Empathy and Patience

Ability to understand customer frustrations, remain patient during difficult interactions and show genuine care for customer concerns.

Conflict Resolution

Skills in de-escalating tense situations, finding common ground and reaching mutually acceptable solutions without compromising business interests.

Problem-Solving

Ability to think critically, assess situations quickly and find practical solutions that satisfy customers while adhering to store policies.

Calm Demeanour

Ability to remain composed under pressure, handle criticism professionally and not take customer frustrations personally.

Attention to Detail

Accuracy in processing returns, documenting complaints, handling cash and maintaining records. Careful inspection of returned merchandise.

3.2 Personal Attributes

- Professional and friendly demeanour in all customer interactions
- Strong work ethic and commitment to customer satisfaction
- Reliability and punctuality
- Flexibility to work varied shifts including weekends and public holidays
- Resilience and emotional intelligence when dealing with difficult customers
- Ability to work independently and as part of a team
- Positive attitude and willingness to help
- Strong organisational skills and ability to multitask

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Ability to work a flexible roster including weekends and public holidays
- Calm demeanour (essential for handling difficult customers and complaints)

4.2 Desirable Qualifications

- Previous customer service experience in retail or hospitality
- Conflict resolution training or experience
- Computer literacy and experience with POS systems
- Certificate in Retail Operations or Customer Service
- Understanding of Australian Consumer Law
- Cash handling experience

4.3 Experience

Previous experience in customer service, returns processing or complaint handling is highly desirable.

Candidates with retail experience who can demonstrate strong communication skills and a calm approach to difficult situations will be considered. Training in systems and policies will be provided to suitable candidates.

5. Working Conditions

5.1 Hours of Work

- Shift lengths typically range from 4 to 8 hours
- Regular work on weekends and public holidays
- Peak periods during sales events and busy retail seasons
- May include early morning or late evening shifts depending on store hours
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Standing at service desk for extended periods throughout shifts
- Occasional lifting and carrying of returned merchandise
- Manual dexterity for operating computers, POS systems and handling paperwork
- Ability to work in a busy retail environment

5.3 Work Environment

- Customer-facing throughout shift, including handling complaints and difficult interactions
- Working at a fixed service desk location
- Phone and face-to-face communication throughout shift
- May need to handle upset, frustrated or angry customers professionally
- Indoor retail environment with climate control
- Close interaction with customers and team members

5.4 Uniform and Presentation

- Compliance with uniform and grooming standards as specified by the store
- Professional appearance required at all times

- Name badge to be worn during all shifts
- Neat and tidy presentation
- Closed-toe shoes required

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in retail businesses. Employers should confirm the applicable award for their specific business type.

6.2 Classification Level

Customer service assistants typically fall under the following classifications:

- Level 1: Entry-level customer service assistants performing basic returns, exchanges and enquiry handling
- Level 2: Experienced customer service assistants handling complex complaints, training others or with additional responsibilities and decision-making authority

The specific classification level will be determined based on the complexity of complaints handled, decision-making authority and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the General Retail Industry Award for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers, colleagues and managers with respect and courtesy
- Maintain confidentiality regarding business and customer information
- Follow all store policies and procedures
- Represent the business positively at all times
- Arrive on time for scheduled shifts, ready to work
- Notify management of absence or lateness as soon as possible

7.2 Service Standards

- Provide friendly, efficient and professional service to all customers
- Maintain a positive attitude even when dealing with difficult situations
- Listen actively to customer concerns and respond empathetically
- Handle complaints calmly and seek win-win resolutions
- Take ownership of customer issues through to resolution
- Follow up with customers to ensure satisfaction

7.3 Quality and Accuracy

- Process returns and exchanges accurately and efficiently
- Maintain accurate records and documentation
- Ensure cash handling is accurate and balanced
- Apply store policies consistently and fairly
- Double-check information before providing to customers

7.4 Teamwork Expectations

- Support colleagues during busy periods
- Communicate clearly with team members about customer issues
- Share feedback and suggestions for improving customer service
- Participate positively in team meetings and briefings
- Accept feedback constructively and apply improvements
- Assist in training new customer service staff

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining customer service experience and ability to handle difficult situations
- Copies of relevant certificates (retail qualifications, customer service training, etc.)
- Contact details for two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview with scenario-based questions
- Role-play exercises to assess complaint handling skills

- Reference checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____