

# Number One Shoes + Hannahs



## Sales Assistant

**Reports to:** Store Manager

**Department:** Stores

### Who we are

Welcome to Number One Shoes + Hannahs, one of our three retail brands within Ngahua!

Number One Shoes and Hannahs are two of New Zealand's best-loved footwear brands, with a history that goes back generations. Hannahs has been around since 1868, while Number One Shoes has been helping Kiwis put their best foot forward for decades. Together, we've created the ultimate destination for shoes — bringing style, comfort, and value to every New Zealander.

What makes us special is the mix of tradition and fresh energy. Hannahs brings heritage and trust, while Number One Shoes is all about fun, fashion, and affordability. From everyday staples to special occasion styles, we've got something for everyone — and we love helping our customers find the perfect pair.

When you join us, you're not just working in a store, you're part of a team that loves shoes, loves people, and loves creating a great experience every day. If you've got energy, passion, and a love for helping others, you'll feel right at home with us.

### Why You'll Love This Role

As a Sales Assistant, you'll be at the heart of delivering our customers with an every day great experience. This role is all about bringing energy, enthusiasm, and product knowledge to the shop floor, ensuring every customer feels welcomed and supported.

You'll play a key part in driving sales, keeping the store looking great, and contributing to a fun, team-focused environment. If you love retail, thrive in a fast-paced setting, and enjoy helping people find the right products, this role will keep you motivated and engaged.



## What You'll Deliver in This Role

**Customer Experience & Sales:** Fully embracing our “Every Day Great Experience” (EDGE) framework, you'll greet and assist customers with genuine warmth, ensuring they feel valued from the moment they enter the store. By actively listening and asking the right questions, you'll identify their needs and provide tailored product advice. You'll also take ownership of achieving personal and team sales targets, confidently recommending add-on products and upselling where appropriate to maximise the customer experience and store performance.

**Store Presentation & Standards:** You'll take pride in maintaining a tidy, well-presented store that reflects our retail store standards and visual merchandising guidelines. This includes ensuring shelves and displays are stocked, merchandise is presented attractively, and promotional activity is correctly executed. You'll regularly check that products are priced accurately and ticketed clearly, supporting both compliance and the customer journey.

**Operational Support:** You'll support smooth day-to-day operations by assisting with stock replenishment, transfers, and deliveries. You'll also follow cash-handling procedures, complete transactions accurately at the checkout, and help ensure store security practices are adhered to. Where required, you'll assist with opening and closing duties, contributing to the efficient running of the store.

**Teamwork & Collaboration:** You'll work closely with your Store Manager, Assistant Manager, and fellow team members to achieve shared goals. You'll actively contribute to team meetings, share feedback on what's working well or what could be improved, and support others when the store is busy. Your positive attitude will help create a culture of fun, collaboration, and accountability.

## What You'll Bring to the Role

- A passion for delivering great customer service and creating memorable shopping experiences.
- Confidence in engaging with customers, building rapport, and driving sales through great product knowledge.
- Reliability and flexibility to work a roster including weekends and public holidays.
- Energy and positivity to thrive in a fast-paced retail environment.
- Strong attention to detail and pride in maintaining store presentation standards.
- Willingness to learn, take direction, and contribute to a supportive team environment.