



Australian Government
Royal Australian Mint

Job Description: **Coin Shop Manager**
 APS Level 5 (Mint Employee Band 3)

Marketing Branch

Sales and Service Section

Individual role within the Section

Under limited direction:

- Manage the day to day activities of the Mint Shop including supervising the counter sales team; rostering staff; deal with enquiries from the public; receipt and account for all monies received, balance daily takings and reconcile discrepancies.
- Through ongoing staff development, improve the quality of customer service and develop strategies to improve mint shop profitability and productivity.
- Assist with the coordination of internal and external marketing and sales building activities. Manage and provide direction for creative in store merchandising to support all marketing programs.
- Assist with preparation of the shop monthly and annual sales targets and develop training and incentive programs to ensure these targets are achieved.
- Source new products appropriate to our customer demographic while maintaining appropriate stock levels.
- Represent the Mint both locally and internationally and coordinate the Mint's attendance at coins shows.
- Manage all aspects of inventory control including stock takes and loss prevention.
- Ensure compliance to OHS standards through safe working practices.

