



Position: Retail Sales Assistant

Reports to: Regional Sales Manager

Department: Sales and Logistics

Location: Heyfield, VIC

Job Type: Full-time, onsite

Australian Sustainable Hardwoods (ASH) has a position available within our Retail Centre located at our manufacturing facility in Heyfield, Victoria.

About ASH

Australian Sustainable Hardwoods is a privately-owned, Australian company based in Heyfield, Victoria employing over 200 people. ASH has manufactured high quality products for over 30 years with sales throughout Australia and for export.

We're looking for an individual who shares our values, possesses a natural curiosity and desire to learn, and is energised by the challenges of a fast-paced setting. As part of the Retail Centre sales team, you'll report directly to the Regional Sales Manager and benefit from a solid support system and valuable mentorship.

Our values

- We are committed to the wellbeing of people and the environment
- We encourage each other to do things better every day
- We all take pride in our roles demonstrated by our attitude, effort, commitment, and care
- We involve and listen to each other to get the best outcome

About ASH Retail Centre

The Retail Centre sells a large range of ASH's timber products direct to the public, with a growing number of commercial customers who buy packs and job lots. The Retail Sales Assistant will service our retail customers, both in-store and online. The role involves interactions direct with the public requiring a high-level of respect and customer service to create a positive experience for the customer.

The role

The role of the Retail Sales Assistant will include, but not be limited to:

- Greeting customers, fielding enquiries and processing transactions.
- Providing high-level customer service to members of the public.
- Providing assistance lifting and loading customer purchases.
- Maintaining stock levels and stacking timber into racking systems.
- Maintaining clean and safe work environment.

The ASH Retail Centre is open Monday to Friday (8.00am – 5.00pm) and Saturdays (8.00am-12pm). This role will be expected to work Monday to Friday, plus some Saturdays on a rotational roster basis with other sales staff.

Your background

- Proficient computer skills and ability to learn new programs quickly (existing experience with Sympac and/or Timbersmart systems an advantage).
- Understanding of timber products and installation requirements to provide sound advice to customers.
- Great communication and interpersonal skills.
- Ability to use initiative and keep stock levels full and organised.
- Understanding of ASH's products and services with a desire to expand on knowledge.
- Commitment to a team environment and working collaboratively
- Show the capacity to be confident, accountable and work autonomously.
- Current forklift license or ability to acquire one.

Why join us

We genuinely care about our people – it's not just a statement. It's the foundation of everything we do here at ASH. We don't just have a policy around a diverse and inclusive workplace, it's how we operate every day. Our values are deeply rooted in community, and we are an employer of choice in the fabulous region of Gippsland. We actively invest in your growth and provide opportunities through exciting and varied work. Because we value your well-being, we offer access to an onsite exercise physiologist and counselling services.

How to apply

Ready to join the team? Please submit your resume and a cover letter to jobs@ash.com.au highlighting your qualifications and why you see yourself as a great addition to ASH. Applications close Friday February 20, 2026.