

JOB DESCRIPTION

POSITION	Retail Assistant
REPORTS TO	Shop Manager
DEPARTMENT	Retail
DIRECT REPORTS	None
CONTRACT	Annualised

VISION, MISSION AND VALUES

Our Vision

A Scotland where all people value science and technology to inform decision making, empower individuals and enrich lives.

Our Mission

To be an essential bridge between citizens and science and technology. To inspire people of all ages to explore and understand the world around them, to discover and enjoy science and understand its relevance to their own lives.

Our Values

Are at the heart of our business and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **We strive for excellence** to be the best we can be to make a positive impact on society.
- **We are inclusive** and want to make GSC a welcoming, respectful and supportive community for everybody.

- **We innovate** by being proactive, inquisitive and always ready to learn and improve.
- **We collaborate** to build relationships with our community to empower and support lifelong learning together.

ROLE PURPOSE

To deliver a 5 star customer service within the retail team at Glasgow Science Centre (GSC) and work alongside GSC security team to assist customers in the GSC car park in the evening.

KEY RESPONSIBILITIES

- To work within retail areas at GSC including the car park, vending and gift shop.
- To ensure customer satisfaction by providing a 5 star customer service within all retail operations.
- To assist in the car park customers during busy periods, particularly in the evening (7.30pm until 11.30pm) and ensure that a high level of customer service is provided at all times.
- To ensure that all issues with the car park pay stations including coin jams and note jams get resolved.
- To assist the Shop Manager in the day-to-day running and development of Retail Gift Shop, vending and car parking.
- To ensure the Gift Shop is clean and neat at all times (including shelving, counters, floors, windows, simulator, vending machines etc).
- To receive deliveries and distribute to the designated area, ensuring shelves are well stocked and maintained at all times.
- To assist with regular stock taking and ensure all stock and merchandise is replenished daily.
- To carry out cash and credit transactions quickly and accurately within guidelines, focusing on suggestive selling.

- To be presentable at all times working in a clean professional manner, ensuring appearance is always at a 5 star standard.
- To assist in the development of GSC retail operations to ensure continued development.
- To support the Customer Experience team welcoming school groups and support within the IMAX Theatre as and when required.
- To implement the GSC Customer Service promise. Offer a fun, safe and welcoming environment to all customers.
- To provide an integrated, co-ordinated and professional level of service to our customers at point of contact.
- To work within the standards of the Glasgow Science Centre’s health and safety policy.
- To participate in training, complete all learning modules (including on the job and shadowing) as required to effectively and efficiently to carry out your job.
- To work within the standards of the GSC’s health and safety policy.
- To carry out other reasonable duties/tasks as required, to deliver and meet the objectives of your team and Glasgow Science Centre.

PERSON SPECIFICATION

Qualifications, Skills, Experience and Knowledge	Essential	Desirable
Confident with excellent interpersonal and communication skills	X	
Experience of dealing with the public, community groups and school children		X
Experience in a customer service role		X
Excellent customer service skills	X	
Cash handling/merchandising experience		X

Personal Qualities

- A high degree of commitment to GSC’s vision, mission and values.
- A genuine enthusiasm for science and technology.

- A flexible approach to meet overall deadlines and needs of GSC, both within and out-with your own department.
- Able to work flexible days / hours (including Weekends / Bank holidays / Evenings).
- Ability to display an inclusive approach when working with a diverse range of people.
- Ability to work effectively as part of a team unsupervised.
- Ability to work under pressure and remain calm in difficult situations.
- Well presented in accordance with GSC's uniform policy.