



Job Title: Weekend Sales Assistant (30 hours per week), permanent

Job Description

Key Responsibilities

- Assist in the day to day running of the shop
- Serving customers and cash handling
- Work with the retail team to ensure the delivery of 5-star customer service
- Process of stock deliveries ready for sale
- Liaising with line managers on replenishment and housekeeping on the shop floor
- Ensure that visitor/Customer enquiries are dealt with appropriately on the shop floor

Specific Objectives

- Contribute to the delivery of 5-star customer care and the smooth running of the shop floor to drive retail sales and achieve budgeted annual targets

Person Specification

Skills/Aptitude	Essential	Desirable
Proactive and take responsibility for own workload as directed by line managers	*	
Ability to prioritise tasks and conflicting demands	*	
Excellent interpersonal skills and ability to communicate effectively with staff and customers	*	
Excellent customer service skills	*	
Ability to use initiative to complete designated tasks	*	

Knowledge	Essential	Desirable
Previous visitor/customer services experience	*	
Previous sales and cash handling experience	*	
Ability to follow established procedures	*	
Ability to work as part of a team	*	
Previous experience of following health and safety procedures		*
Computer literate-use of Microsoft word/excel and outlook		*

Professional Qualifications	Essential	Desirable
First Aid Certificate		*
SVQ 3 or above in Customer Care		*