



Job Title Sales Assistant (37 hours)
Department Botanics Trading Company

Job Description

Main Duties
<ul style="list-style-type: none"> • Contribute to the delivery of 5 star customer care and the smooth running of the shop floor and front of house to drive retail sales to achieve and exceed budgeted annual targets • Assist in the day to day running of the shop and front of house function • Serving Customers and Cash handling • Liaising with line managers on regular replenishment and housekeeping on the shop floor • Liaise with Plant Buyer on daily care of plant stock in the outside plant sales area • End of day cashing up procedures • Ensure that Visitor/Customer enquiries are dealt with appropriately on the shop floor • Awareness of health and safety procedures (including emergency procedures)

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		*
A comprehensive knowledge of plants		*

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