

Outdoor Living Retail Sales Assistant

Part-time (working alternate weekend days)

Saturday 8:30am – 5:00pm (8hrs)

Sunday 9:00am – 4:00pm (6.5hrs)

Working Outdoor Leisure/Seasonal department

We are looking for a cheerful individual with proven retail experience who can take responsibility for specific product areas; driving sales, providing excellent customer service.

Perrywood is a family run garden centre with a great reputation in Essex and further afield. We are currently at number 2 in the Garden Centre Association UK league table and have won numerous awards including the following for our retail team; **Best Customer Service, Greatest Garden Centre Team, Greatest Merchandising Team, Best Indoor Lifestyle Retailer** and The Barton Grange **Trophy for Innovation and Creativity**.

Our retail team has a passion for what they do, and we are looking for someone who can sell and display our products. You will be able to maintain these displays with high standards of customer service.

Key duties

- Take responsibility for distinct product areas, in terms of stocking up, cleanliness and driving sales through excellent customer service
- Work closely with display merchandiser and manager to create eye-catching displays and stock up around product groups and seasonal hooks e.g. Christmas, Easter, other food related events
- Deliver excellent customer service, confidently answering customer queries face to face and on the telephone
- Operating the till system (EPOS – electronic point of sale), processing cash and card payments
- Labeling and pricing
- Maintaining stock levels in selling areas and merchandising
- Helping customers with enquiries, finding products etc.
- Being friendly, polite and helpful to customers at all times
- Ensuring health and safety duties are met
- Taking customer orders
- Annual stock take and on-going stock maintenance e.g. theft prevention, breakages, returns
- Work between our garden furniture and BBQ department and our Christmas department, depending on season.

This is not an exhaustive list and you are required to be flexible in your approach to carrying out your duties.

Your capabilities

- You have good verbal communication skills, and are confident in dealing with members of the public
- You are able to follow instructions from your manager and can work on your own initiative
- Be able to engage our customers whilst demonstrating products

Requirements

- Experience of working in a retail environment is essential
- Experience of selling big ticket items
- Knowledge of standard retail procedures such as merchandising and stocking up, customer service, cleanliness and health & safety is essential
- Ability to lift and carry e.g., stocking up, lifting objects to scan in at the till
- Good communication and customer service skills essential
- You will work one day at the weekend, alternating on a two week basis – Saturday one week and Sunday the next
- Good standard of English and Math's
- Smart appearance

Working with

- Report into the Department Manager
- Work closely with other Assistants in the Retail areas and the Visual Merchandisers
- Occasionally work with other supervisors and office staff

Rewards and Benefits

In addition to your hourly rate will receive the following benefits:

- **Discount** – From the start of your employment you will receive 10% discount, on specific items. Following a successful probation period, the discount increases up to 20% discount, on specific items and after one year's service up to 40% discount, on specific items. (some exceptions apply)
- **Paid holiday** – holiday entitlement is 22 days per year, plus bank holidays. Restrictions apply (part-time pro rata)
- **Annual Christmas bonus**
- **Part-uniform provided**
- **Employee Assistant Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training & development**, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers
- **Company sick pay** – following a successful probation period employees are entitled to 10 days paid sickness (part-time pro rata and subject to restrictions)
- **Access to our Retail Discount Scheme** – savings on retailers including Tesco, Pizza Express, M&S, Waitrose, Argos, Apple, Currys PC World, Thomas Cook and 100's more
- **Workplace pension**
- **Free parking**

