

**Retail Sales Assistant Part-time**  
(working 3 weekdays, *plus* 1 alternating weekend day)

We are looking for cheerful individuals with proven retail experience who can take responsibility for specific product areas; driving sales and delivering excellent 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 supervisor to create eye-catching displays and stock up around product groups and seasonal hooks e.g. Christmas, Easter, Halloween
- Delivering 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

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

**Requirements**

- Experience of working in a retail environment is essential
- Knowledge of standard retail procedures such as merchandising and stocking up, customer service, cleanliness and health & safety is essential

- You'll need to work three weekdays, plus a weekend day
- You'll need to work most bank holidays, but will be given a day's holiday in lieu
- Ability to lift and carry e.g. stocking up, lifting objects to scan in at the till
- Good communication and customer service skills essential

### Working with

- Report into the Shop Floor Manager
- Work closely with other Assistants in the Retail areas and the Visual Merchandisers

### Rewards and Benefits

Competitive Hourly wage

In addition you 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 years 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**