



### **Retail Sales Assistant (Full-time)**

**Full-time (working 4 week days plus a weekend day)**

**Working in our Giftware Department**

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

Perrywood is a family run garden centre with a great reputation in Essex and further afield. We are currently at number 8 in the Garden Centre Association UK league table.

Our retail team has a passion for what they do, and we are looking for someone who can sell and merchandise products in our giftware department. You will be able to combine inspiring displays with high standards of retailing and customer service. We provide lots of opportunities for development including in-house training and e-learning.

### **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, Halloween
- 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

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 can follow instructions from your manager and 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 four week days, 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 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, 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 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 & 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**