

Retail Sales Assistant – Outdoor Sundries

Full-time (working 4 week days plus a 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 product areas within the outdoor sundries department. Tasks will include 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
- 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 supervisors, 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 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
- Good standard of English and Maths
- Smart appearance

Working with

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

- Occasionally work with other supervisors and office staff

Rewards and Benefits

- **Hourly wage.** In addition, you will receive the following benefits:
- **Discount** – after one year, employees are entitled to receive a 30% discount for the garden centre (some exceptions apply)
- **Paid holiday** – holiday entitlement is 20 days per year (pro rata), plus bank holidays. Restrictions apply.
- **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 including online modules e.g. customer service / food hygiene
- **Free parking**
- **Workplace pension**