

Retail Sales Assistant

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

Working 4 days in our Outdoor Living department and 1 day 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 3 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. We provide lots of opportunities for development including in-house training, e-learning as well as trips and training days with suppliers.



Would you like to be part of our lovely team?! Read on to find out if you have what we are looking for...

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 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
- 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
- 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 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

- **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, plus bank holidays. Restrictions apply.
 - **Annual Christmas bonus**
 - **Part-uniform** provided
 - **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
 - **Free parking**