

Job Description

Job title: Seasonal Retail Assistant

Department: Retail

Line management responsibilities: None

Reports to: Retail Management

Principal purpose of role	<ul style="list-style-type: none"> • Provide exemplary customer service and achieve sales targets. • Take responsibility for cashing up tills and checking floats on a regular basis. • Make sure all exits and windows are properly secured at the end of each working day. • Mentor new members of staff where appropriate and when requested by the retail management and supervisors.
Area of responsibility/tasks	<ul style="list-style-type: none"> • To serve customers in a friendly, helpful and efficient manner • To dress in an appropriate uniform • To present each retail outlet to a high standard • To unpack, check and price deliveries • To be aware of the shop's performance, and the role that the retail assistant plays in increasing sales • To work with Retail Management to develop creative ways to maximise sales • To replenish stock regularly • To follow safe cash-handling procedures • To assist with regular stock checks • To be vigilant to potential thefts
Customer service	<ul style="list-style-type: none"> • To provide a great service to all our external and internal customers • To be smart, polite and helpful at all times • To be aware of all the activities offered on the Mount and be able to answer broader questions (or know who to ask)

Health and safety	<ul style="list-style-type: none"> • To work to safe working practices • To be aware of emergency and first aid procedures • To be vigilant for any hazards and report them • To attend to any necessary training courses
Communication	<ul style="list-style-type: none"> • To maintain radio/pager/telephone contact while on duty
Vision and values	<ul style="list-style-type: none"> • To understand and demonstrate the behaviours that underpin our values • Be aware of the role of you and the wider team play in achieving our vision and objectives
Other	<ul style="list-style-type: none"> • Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision.