



Post: Visitor Welcome/ Retail Assistant Dawyck

Department: BTC

Division: Enterprise Division

Range of Duties

Welcome visitors to the store with a smile and an acknowledgement, in accordance with our 5 star service standards

Ensure the health and safety of visitors/customers within the store and the nearby environs

Assist in the day to day running of retail and visitor welcome including retail displays, replenishment and admissions sales

Respond to visitor/customer enquiries, either in person or by phone, and provide information as required. Assist with stock deliveries and merchandise display

Process sales transactions efficiently and effectively

Be accountable for accurate cash handling with the EPOS system

Undertake daily cleaning and merchandise replenishment

Assist with any incidents and emergencies

Assist with opening and closing of the shop, and cashing up duties as directed by the supervisor

Specific Objectives

- Ability to work across a range of sales categories and assist in supporting the smooth running of retail activities within the Garden
- Assist the retail team to achieve store location sales targets
- Aim to attain / sustain 5 star accreditation from VisitScotland
- Responsible for maintaining all visual presentations and responding to directives as communicated by the retail management team



Person Specification

Skills/Aptitude	Essential	Desirable
Proactive and take responsibility for own workload, prioritising to meet conflicting demands		*
Excellent interpersonal skills and have the ability to communicate effectively with people at all levels	*	
Excellent customer services skills	*	
Ability to work as part of a team		*
Ability to work flexibly across a range of areas		*
Ability to use initiative and work to tight deadlines		*

Knowledge	Essential	Desirable
Previous visitor or customer services experience	*	
Computer literate – use of Microsoft Word, Outlook, Excel, databases, EPOS		*
Previous experience of following health and safety procedures	*	
Previous retail and cash handling experience		*
Previous experience of answering enquiries	*	
Ability to follow established work procedures	*	
Plant knowledge desirable		*

Professional Qualifications	Essential	Desirable
First Aid Certificate		*
SVQ 3 or above equivalent in Customer Care		*