



**Post:** BTC Sales Assistant Edinburgh  
**Department:** BTC  
**Division:** Enterprise Division

#### Range of Duties

- Assist in the day to day running of the shop
- Serving Customers and Cash handling
- Work with the retail team to ensure the delivery of 5 star customer service
- Liaising with line managers on replenishment and housekeeping on the shop floor
- Ensure that visitor/Customer enquiries are dealt with appropriately on the shop floor

#### Specific Objectives

- Contribute to the delivery of 5 star customer care and the smooth running of the shop floor to drive retail sales and achieve budgeted annual targets

#### Person Specification

Skills/Aptitude	Essential	desirable
<ul style="list-style-type: none"><li>• To work proactively and take responsibility for own workload as directed by line managers</li><li>• Ability to prioritise tasks and conflicting demands</li><li>• Excellent interpersonal skills and ability to communicate effectively with staff and customers</li><li>• Excellent Customer Service Skills</li><li>• Ability to use initiative to complete designated tasks</li></ul>	<ul style="list-style-type: none"><li>• *</li><li>• *</li><li>• *</li><li>• *</li><li>• *</li></ul>	



<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Previous visitor/Customer services experience	*	
Previous sales and cash handling experience	*	
Ability to follow established procedures	*	
Ability to work as part of a team	*	
Previous experience of answering enquiries	*	
Previous experience of following health and safety procedures	*	
Computer literate-use of Microsoft word/excel and outlook		*

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