

Seasonal Retail Assistant (CATB)

Job Description

Purpose

To assist in the running of the Botanics Shop during the Christmas at the Botanics Light Show delivering exceptional customer service and driving sales

Core Responsibilities

- Help customers and provide exceptional customer service
- Process cash and card transactions
- Maintain the presentation of the shop floor including the visual merchandising
- Welcome customers to the shop and be on hand to answer customer queries
- Assist in opening and closing procedures in the shop
- Keep up to date with stock and product information in order to assist customers
- Be aware of and assist with health and safety procedures to ensure visitor and staff safety

Person Specification

Essential Skills

- Excellent customer service and sales skills
- Excellent interpersonal skills and able to communicate effectively with customers and colleagues
- Previous experience of answering customer enquiries both in person and by telephone
- Proactive and take responsibility for own workload, prioritising to meet conflicting demands
- Ability to follow established work procedures

Desirable Skills

- Previous experience of following Health and Safety procedures
- First Aid Certificate