



Post: Seasonal Retail Assistant - Plants
Department: Botanics Trading Company (BTC)
Division: Enterprise Division

Main Duties

- Assist in the day-to-day running of the shop with a particular focus on plant related duties
- Serving customers and cash handling
- Helping customers with plant related queries and purchases
- Work with the retail team, supervisors and managers to ensure the delivery of 5-star customer service on a daily basis to drive sales in line with monthly targets
- Liaising with line managers on replenishment, housekeeping and visual merchandising as well as other designated tasks in the plant sales areas including daily plant care and plant hygiene protocols
- Assist with the processing and pricing of stock
- Assisting with shop opening and end of day procedures as directed
- Ensure that visitor/Customer enquiries are dealt with appropriately on the shop floor
- Assist with health and safety checks when required

Person Specification

Skills/Aptitude	Essential	Desirable
To work proactively and take responsibility for own workload as directed by line managers	*	
Ability to prioritise daily tasks and conflicting demands	*	
Excellent interpersonal skills and ability to communicate effectively with staff and customers	*	
Excellent customer service skills	*	
Ability to use initiative to complete designated tasks	*	

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

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