

<b>JOB TITLE –</b>	Shop Assistant
<b>REPORTS TO –</b>	Shop Supervisor
<b>LOCATION –</b>	Standfast & Barracks, Lancaster
<b>DEPARTMENT–</b>	Factory Shop
<b>SCOPE OF JOB –</b>	To support the E-bay, Warehouse, Logistics & Distribution Co-ordinator in managing all aspects of the Factory Shop

**PURPOSE –** To provide a positive consumer experience to all customers, in person, online, by phone, and to support the Factory Shop employees with the day to day running of the factory shop.

## RESPONSIBILITIES

This includes but is not limited to shop assistant work, telesales, eBay and any other online website duties, warehouse operations including despatch warehousing by undertaking a flexible approach to your work.

- Assisting customers, staff, and corporate guests with their enquiries and purchases, the ordering, restocking and rotating of goods for sale, ensuring adequate supply of textiles obtained from the Artos warehouse are obtained and recorded on a daily basis and to ensure health and safety for customers and fellow employees.
- Arrive and be ready to commence work on time
- Open cash register for the day, ensuring correct opening cash value of float is accounted and recorded
- Check till rolls and card reader rolls are sufficient for the day. Advise shop staff if further supplies are required
- Prepare shop counter for daily sales, which includes restocking of supplies
- Ensuring that all marketing material is clearly displayed, which includes placing the pavement signage outside the gatehouse on Caton Road, sweeping of the steps outside the shop and maintaining a clean appearance upon entry and exit of the shop
- Prepare shop for opening by ensuring that sufficient and various stock of rolls of fabric are sought by correct recording and removal of stock from either the shop warehouse or from the Artos warehouse, ensuring that rolls are permitted to be sold in line with the disposal agreement
- Assist in the weekly/monthly stock counts of lining and haberdashery products and completing stocktake sheets
- Observe and undertake correct manual handling techniques in line with company policy
- Ensuring that fabric is presented 'face-rolled' for sale in the shop, using the inspection table in the telesales area
- Source fabric by removal of rolls from Artos warehouse or shop warehouse to make pre-cut lengths of fabric for disposal as fents, packs etc, ensuring that the shop is sufficiently stocked at all times
- Open the shop on time
- Open telesales on time
- Ensure that all visitors to the shop (which includes telesales, online and email transactions) are welcomed and acknowledged in a pleasant, friendly and helpful manner at all times
- Place the customer at the core of our business. Nothing is too much trouble, e.g. assist customers calculate fabric measurements, pattern repeats etc.
- Be aware and promote special offers in the shop to increase sales
- Seeking to increase sales by cross-selling or up-selling
- Ensure that all sales opportunities are fully maximised in order to achieve monthly sales figures which are clearly displayed in the shop office area
- Ensure effective stock control of fabric, linings, threads and haberdashery items is undertaken and adhered to
- Ensure flexibility towards customer demand and needs of the business, which may include working additional time to cover for colleague holidays and unforeseen absence
- Ensure proactive interaction with all other departments
- Correctly record and undertake cash or card transactions
- Ensure returns marry up with sales debits
- Complete end of day and end of week cash reconciliation, and production of PLU reports
- Produce weekly and monthly reports as required
- Ensure that all reasonable requests made by the company are implemented within agreed timescales
- You must ensure that you remain a reliable, responsive team player
- You must ensure that full and complete information is communicated to colleagues
- You must ensure that nothing that contributes to performance/customer service is too much trouble
- You must ensure that a consistent, helpful and constructive attitude is displayed

- You must ensure that a high level of attention to detail is demonstrated
- Adopt and implement a 'can do' attitude

This list is not exhaustive, and any reasonable request made by any manager of the company should be embraced and undertaken

#### **MEASURES OF SUCCESS**

- Timely responses to customer enquiries & requests for samples
- Good feedback from customers
- Till accurate
- Increase in Shop takings

#### **CONNECTING WITH OTHERS**

- Shop and warehouse employees
- Customers
- Design team

#### **QUALIFICATIONS**

- Maths & English minimum C grade O level/GCSE or equivalent
- Customer Service NVQ desirable (not essential)

#### **EXPERIENCE & SKILLS**

- Previous experience in a retail environment
- Genuine interest in textiles and design
- Good level of computer skills

#### **BEHAVIOURS**

- Pleasant, articulate, proactive, good attention to detail, able to work unsupervised, ability to meet deadlines