



JOB DESCRIPTION

JOB TITLE	Shop Assistant
LOCATION:	St Helens
RESPONSIBLE TO:	The Shop Manager
HOURS OF DUTY:	Minimum 18.5 hours per week (Flexible)
SALARY:	£10.42 per hour

PURPOSE OF THE JOB:

Our new store is looking for a Shop Assistant who enjoys working with the public and is interested in building their sales career. The Shop Assistant will assist customers by answering questions and expanding sales revenues. The ideal candidate for this position has experience working in retail and a strong dedication to providing exceptional service for customers.

Reporting To: Shop Manager
Based: Duke Street Upcycling/ made up store St Helens

Key responsibilities

- Assist in maintaining the stock room and setting up merchandise displays on the sales floor.
- Greet customers as they enter the store and assist them.
- Use the company's POS system to cash customers out or administer returns.
- Collaborate with other team members to always keep the shop area clean and organised.

Customer Service

- To ensure customer care and quality of service.
- To provide excellent customer care through quality of service, dealing with complaints both efficiently and effectively, and having a basic understanding of what Teardrops does. Note: There is a requirement to fulfil any other agreed duties that may at times be reasonably required that meets the needs of the charity.

Essential Skills:

- GCSEs or equivalent required
- 2+ years' customer service experience preferred.
- Ability to work well in a team and own initiative.
- Excellent verbal and written communication skills

Additional responsibilities

- To adhere to all Teardrops service standards, policies, and procedures.
- To comply with the data protection regulations, ensuring that information on clients remains confidential.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Willing and able to work non-social hours on occasion (including occasional weekend and evening hours)
- Willingness to act as an external representative and ambassador for the Charity