**JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Sales Assistant

This temporary position (various start dates until early-mid September) combines working on a shop floor serving customers and picking & packing internet orders (on the shop floor and in the warehouse). Hours are initially part time (20-25hrs per week) with a mixture of morning and afternoon shifts on alternative weeks, between the hours of 8am and 8pm Monday to Saturday. Additional hours may be available from time-to-time to cover staff absences and are highly likely to be available at peak trading times in the summer months. No experience is necessary, as training will be given, but to be successful you will need to demonstrate that you meet the criteria given in the person specification.

**MAIN DUTIES AND RESPONSIBILITIES**

1. Communication / Customer Service
   * Assisting customers with orders and queries
   * Giving advice and guidance to customers on uniform options and garment care
   * Providing a high standard of customer service
   * Answering and responding to telephone enquiries (Bedlington store only)
2. Stock replenishment
   * Stock tidying and replenishment
   * Folding, bagging, labelling and displaying garments
   * Receiving and displaying deliveries of stock
   * Counting stock accurately and re-ordering where appropriate
3. Cashier
   * Processing cash and card payments and accurately providing change and receipts
   * Bagging/packing purchases
   * Follow procedures to ensure security for members of staff and be on the look out for fraudulent credit cards etc
4. Administration / Internet Sales
   * General administration (mostly customer orders) including updating computer records accurately and printing barcodes
   * Monitoring and reporting stock queries
   * Preparing customer orders: select the stock accurately, package appropriately, label, and record details where necessary.
   * Remove completed or defective items and place in specified areas
5. Other duties as required, including:
   * ‘Clipping’ (removing excess threads from embroidered badges) & bagging garments
   * Maintaining cleanliness and orderliness of work area, including light cleaning duties
   * Reporting discrepancies and problems to the manager
   * Adhering to health and safety procedures

**Please note that some light lifting will be required from time-to-time.**

**PERSON SPECIFICATION**

* Having a friendly and engaging personality
* Comfortable working with members of the public, including children
* Should have a confident manner and be helpful and polite
* Able to work as part of a team
* Should be of smart appearance and articulate
* Assistants will be on their feet for most of their shift and may be required to lift light boxes of stock
* Integrity, honesty, flexibility, and good energy levels
* Keen attention to detail demonstrating accuracy and thoroughness
  + Experience of using computers
  + Punctual and maintain consistent attendance
  + Ability to comprehend simple instructions and apply common sense understanding to carry out written or oral instructions.