

JOB TITLE: CUSTOMER SERVICE ASSISTANT

EXAMPLE

SUMMARY: We are a local independent convenience store set in a little village in Dorset. The store opened in 1987 and has been run by three generations, with me and my son now running it. We started off as a small 300sq ft shop, but have since expanded, with regular customers visiting the store. With the tourist season approaching, we have room for a customer service assistant to work on the till, help with deliveries and be part of the store family we've created.

RESPONSIBILITIES:

The day-to-day running of the store depends on the responsibilities we give our colleagues. These are:

- Arriving for work in plenty of time so you are ready to start your shift to serve customers in full and clean uniform
- Serving every customer with a smile and making sure they've found everything they need so the shopper experience is maintained, or identifying room for improvement
- Serving your customers with efficiency and acknowledging those waiting
- Driving sales through upselling and recommending products to customers based on products they've purchased
- Asking for feedback from customers and feeding them back to a supervisor
- Being compliant with legislation by applying the challenge 25 policy with age-restricted products
- Being vigilant with products while on duty
- Keeping up to date with the store by reading all communications
- Being responsible when manning the till and handling money
- Actively promoting teamwork in store by working as one team
- Helping with deliveries and actively rotating stock

SKILLS:

Having a can-do attitude and good customer service skills are vital to this role. The successful applicant must possess the following skills:

- Reliability, to cover sickness and school holidays
- Good customer service skills, always serving with a smile
- The ability to drive sales through active selling
- Good communication skills
- Good time management skills
- Ability to get to know your customers
- Desire to learn the trade quickly and efficiently
- Ability to hit the ground running
- The ability to remain professional, but create lasting relationships with the local community
- A can-do attitude, and always open and honest

JOB INFORMATION: We offer competitive rates of pay and require someone who can adhere to flexible shift patterns, with one weekend and evening shift a week to fulfil this role, which will be rota-dependent.

HOW TO APPLY: To apply, please drop your CV in store, or email littledorsetvilshop@hotmail.co.uk