



JOB DESCRIPTION

Job Title: Sales Assistant

Accountable to: Shop Manager
Retail and Volunteer Manager
Management Committee

Liases with: Childrens shop Supervisor
Volunteers

Experience:

The post holder should possess the ability to communicate well verbally on an individual and group basis. They should possess proven retail experience and understand the importance of excellent customer service. Understand the significant contribution of the Shop volunteers.

Purpose of the Job:

To assist in the effective operation of the shop with responsibility for:

1. Assisting customers.
2. Optimising donations and sales.
3. Maintaining effective merchandising and presentation of stock.
4. Ensuring Security, and Health and Safety procedures are followed.

Specific Duties:

1. To brief the Shop Manager at regular agreed intervals (and immediately if urgent) on all matters relating to the shop.
2. To maintain an awareness of the work of Les Bourgs Hospice.
3. To assist the Shop Manager in new initiatives.



4. To support marketing campaigns and sales promotions to increase sales.
5. To sort, display and price donated stock in both shops.
6. To encourage all volunteers to maintain a high standard of customer care.
7. To ensure pricing is kept in line with Hospice policy.
8. To obtain the highest possible resale value of donated stock and identify between brands on clothing, shoes and jewellery.
9. To ensure quality control.
10. To maintain window displays to a high standard.
11. To attend training sessions and meetings where appropriate.
12. To apply cash register procedures.
13. To report to the Shop Manager any equipment faults.
14. To do all within your powers to keep company property secure and in good working order.
15. To maintain good lines of communication between shops.
16. To carry out any additional duties within the spirit of the post as required by the Retail Manager.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE A COMPLETE LIST OF DUTIES, BUT IS INDICATIVE OF THE RESPONSIBILITIES AND TASKS THAT ARE TO BE CARRIED OUT BY THE SALES ASSISTANT.