



JOB DESCRIPTION

Post: Weekend Sales Assistant
Department: Botanics Trading Company (BTC)
Division: Enterprise Division

Purpose

To work within the retail team to deliver an exceptional customer experience, to help the shop team attain and sustain 5-star accreditation from Visit Scotland and to drive sales against financial targets.

Main Duties

- Welcome visitors to the store with a smile and an acknowledgement, in accordance with our 5 star service standards
- Respond to visitor/customer enquiries, either in person or by phone, and provide information as required.
- Process sales transactions efficiently and effectively
- Be accountable for accurate cash handling with the EPOS system
- Undertake end of day procedures, including securing cash in safe
- Ensure daily cleaning and merchandise replenishment is completed
- Ensure the health and safety of visitors/customers within the store
- Assist stock manager where necessary with pricing and stocktake
- Assist with any incidents and emergencies
- Actively supportive of creating a workplace and customer environment that ensures equality, diversity and inclusivity



Person specification

	Essential	Desirable
Experience of working in a small team	*	
Proactive and takes responsibility for own workload, prioritising to meet conflicting demands	*	
Excellent interpersonal skills and have the ability to communicate effectively with people at all levels	*	
Excellent customer service and sales skills	*	
Ability to work flexibly across a range of areas	*	
Ability to use initiative and work to tight deadlines	*	
Previous experience of following health and safety procedures	*	
Previous experience of answering customer and colleague enquiries	*	
Ability to follow established work procedures	*	
Plant knowledge /plant related qualification		*
First aid certificate		*
SVQ3 or above equivalent in Customer Care		*