

# Seasonal Retail Assistant (CATB)

## Role Outline

### Purpose

To assist in the running of the Botanics Shop during the Christmas at the Botanics Light Show delivering exceptional customer service and driving sales

### Core Responsibilities

- Welcome customers to the shop, be on hand to answer customer queries and provide exceptional customer service.
- Keep up to date with stock and product information in order to assist customers.
- Process cash and card transactions.
- Maintain the presentation of the shop floor including the visual merchandising.
- Assist in opening and closing procedures in the shop.
- Be aware of and assist with health and safety procedures to ensure visitor and staff safety

## Person Specification

### Essential Skills

- Excellent customer service and sales skills.
- Excellent interpersonal skills and have the ability to communicate effectively with customers and colleagues.
- Previous experience of answering customer enquiries both in person and by telephone.
- Proactive and take responsibility for own workload, prioritising to meet conflicting demands.
- Ability to follow established work procedures.

### Desirable Skills

- Previous experience of following health and safety procedures
- First Aid Certificate