



JOB DESCRIPTION

JOB TITLE: Casual Sales Assistant in the Club Shop

REPORTS TO: Store Manager

JOB PURPOSE: To assist the Store Manager to ensure the Club shop is running effectively and efficiently at all times.

MAIN DUTIES:

1. Available to work all match days throughout the season.
2. Daily preparation of internet and mail orders and preparing the post for collection.
3. Keeping the shop clean and tidy at all times and work with managers to create inspirational visual in-store and window displays.
4. Keep shop stock areas clean and tidy and in an orderly fashion.
5. Deliver a genuinely friendly, helpful and flexible approach to customer service, listening to the customer and anticipating their needs.
6. Comply with daily work rota provided each day.
7. Work with managers to ensure the smooth running of the store, working on your own individual targets and objectives, store targets, plus making sure sales targets are met and exceeded at all times.
8. Accurately operate tills ensuring all credit card and cash payments are carried out efficiently and without error.
9. Assist with cashing up of the tills at the end of the day.
10. Develop good product knowledge and be ready to assist customers by providing accurate product knowledge as appropriate.
11. Ensure all stock is merchandised properly and in an orderly fashion, keeping management informed of any low stock items. Make sure all stock is secured and barcoded.
12. Helping with stock deliveries and counting in stock accurately.
13. Reporting any stock discrepancies to management.

14. Pick stock from the warehouse from a prepared stock list on a daily / weekly basis, bringing to the shop and merchandising correctly. Keeping the stock room in a neat and orderly fashion at all times. Removing all cardboard and rubbish at regular intervals.
15. Shirt printing after a period of training.
16. Promote all in-store and on-line promotions and general Club information accurately.
17. Pass on any customer feedback to management.
18. Keep yourself busy and motivated at all times.
20. Plus any other duties that may reasonably be required by Management.

To comply at all time with the Health & Safety regulations and safe working practices in accordance with current legislation and as detailed in the Company's Health & Safety Policy and Procedures.