



Job Title:	Part Time Retail Assistant
Location:	Forestry Office / Yard
Department:	Forestry
Reports to:	Estate Manager

Job Summary

Reporting to the Estate Manager and working within our existing Forestry Retail team you will be providing front of house customer service for the sale of firewood and associated products from our Forestry Yard Shop.

The role requires you to operate a till and weighbridge system with direct contact with our firewood customers and in addition to receive telephone calls regarding our home delivery firewood service.

Key Responsibilities

- Polite and courteous to all customers and ensure customers have an enjoyable shopping experience
- Uphold and enforce company policies, procedures and standards
- Actively support the company's customer service policy
- Assisting shoppers to find the goods and products they are looking for and give guidance on product selection
- Being responsible for processing cash/card/voucher payments
- Weighbridge operation and associated administration duties for the firewood retail elements of the business
- Stocking shop with appropriate levels of merchandise
- Answering queries from customers
- Reporting discrepancies and problems to the Supervisor
- Keeping the Shop tidy and clean
- Attaching price tags to merchandise in the shop floor
- Responsible for security within the shop and advising management of any suspicious customers
- Taking orders and producing delivery notes for firewood deliveries via the phone
- Operating various IT systems from Microsoft Office, till system and telephone

General

- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To provide a guest focused service at all times ensuring that all work is completed to the highest standards of the brand.
- Represent the Company at all times by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner at all times adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.

- *The above list of duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- Experience in front of house customer service
- Experience in general retail till environment
- An understanding of firewood
- Experience of working in a fast paced customer service and office environment.
- An understanding of cash-handling procedures

Desirable

- Qualification in Retail (NVQ or equivalent)
- Interest in Forestry
- Experience in general office administration

The Ideal Candidate – Key Competencies

Essential

- Exceptional communication skills;
- A positive can-do attitude
- Be self-driven and passionate about selling.
- An understanding of cash-handling procedures

Desirable