



Sales Assistant Job Description

Report to: Shop Manager, Area Supervisor

Duties:

- Maintain a positive and happy atmosphere with particular attention to customer service and public relations
- To arrange and support on-going fundraising events and activities and meet certain targets
- To be aware of the health & safety of all concerned within the shop, volunteer and public
- To ensure the shop is opened for trading during the hours of 10am and 5pm daily
- To ensure that all window displays are attractive and changed weekly
- Be flexible with working hours when required by the needs of the business (sickness, holidays, promotions and other shop cover if required)
- Promptly report to the Shop Manager or Area Supervisor, any difficulties that may be experienced with Volunteers and Workers
- Ensure the shop is kept clean and tidy at all times
- Ensure that no goods are offered for sale that are not top quality (no broken zips, bobbled clothes etc)
- Take share the responsibility of donated goods to ensure proper presentation and merchandising to the fullest potential, including security, washing, ironing and cleaning where necessary, pricing, ticketing and stock rotation
- Monitor and restrict pilferage of all merchandise from the moment it arrives on the premises until sold or recycled
- Undertake responsibilities as required in the observation of all fire procedures, location of extinguishers and Health & Safety
- Undertake shop related duties and other ventures as might be required from time to time including attendance at meetings, training courses etc
- Fully acquaint oneself and all volunteers and staff with the Volunteer Policy document
- Any other duties that may be requested by the Shop Manager or Area Supervisor

In the absence of the Shop Manager you will:

- Ensure shop staffing cover is adequate to the needs of the business and taking into account seasonal trends and daily busy periods of trade
- Take full responsibility for the shops accounting procedures including weekly banking, till receipts procedures, to ensure that the correct transactions and cash handling procedures are adhered to at all times including staff purchases
- Take full responsibility for the inventory and security of all equipment and fittings on the premises
- Full responsibility for proper inventory and accounting of "Bought In Goods" including stocktaking every quarter

This job description may be reviewed from time to time in line with the needs of the work