

Garden Centre Assistant – Helensburgh (Garden Centre) – 30.5 hours

Description

At Wright's Home Hardware we pride ourselves on the outstanding level of customer service we provide to our customers in a friendly and relaxed atmosphere. As an Assistant within our Garden Centre your role is to assist our customers with your and promote sales in accordance with company policy.

Must Have Skills

- Have a love of plants and gardens.
- Exceptional knowledge and advice about plants and gardening products.
- Excellent customer service skills.
- Organisational skills and the ability to multitask.

Responsibilities

- Being part of the team creating a friendly, pleasant and welcoming environment in Wright's Garden Centre at all times.
- Serving customers in a pleasant and courteous manner ensuring their wellbeing.
- Have a love of plants and gardens.
- Be able to provide exceptional knowledge and advice about our plants and gardening products.
- You will be maintaining and selling our stunning range of plants across all the seasons.
- Create and maintain outstanding displays.
- Assist customers on range, variety and suitability ensuring the purchase meets their requirement.
- Help promote additional sales by recommending useful products connected to the product that the customer is enquiring about or purchasing by referring to the Company's related products list.
- Help to promote the company website as an online brochure for shop customers to use.
- Promote the company's delivery service to shop customers.
- Ensure stock items are filled up daily, keep shelving tidy and assisting with product display.
- Correctly price and code merchandise according to company guidelines ensuring price tickets are well displayed ensuring missing tickets are replaced.
- Ensuring that all purchases are charged at the correct price and paid for by customers.
- Responsible for operating the cash register, handling cash, credit / debit cards and customer credit accounts issuing receipts with accuracy ensuring the security of the cash register at all times.
- Deal with exchanges and refunds in line with company policy.
- Assisting the customer with special product orders and processing these to Home Hardware (Scotland) Ltd or through other direct suppliers.
- Deal with incoming telephone calls from customers and colleagues using the company salutation.
- When taking breaks ensure that a member of staff is in the sales area.
- Escalate all shop complaints / faulty products to the Shop Manager or Assistant Shop Manager.

Hiring organization

Home Hardware Scotland Ltd

Job Location

15-29 East Clyde Street, G84 7NY, Helensburgh

Employment Type

Part-time

Working Hours

Working 30.5 Hours Per Week

Thursday: 9:15am – 5:45pm

Friday: 9:15am – 5:45pm

Saturday: 9:00am – 5:30pm

Sunday: 10:00am – 5:00pm

Date posted

22 March 2024

APPLY NOW

- Work as a team to maintain a high level of cleanliness and order in the full shop in accordance with Health and Safety Regulations and Guidance.
- Work as part of a team to maintain the correct stock levels on your shop stock control system; this involves daily checks of empty spaces, seasonal stock checks and a full annual stock check.
- Maintain reserve stock in the storeroom ensuring that it is easily identifiable, rotated and in a tidy organised manner.
- Notifying the Shop Manager when stock levels are low or if particular products are selling very quickly.
- Checking in deliveries accurately from Home Hardware (Scotland) Ltd and other suppliers as well as putting away stock.
- Carry out any other duties as required from time to time by the Shop Manager.

Skills Required

- Have a love of plants and gardens.
- Exceptional knowledge and advice about plants and gardening products.
- Excellent customer service skills.
- Organisational skills and the ability to multitask.
- Good time keeping.
- High level of personal hygiene.
- Comply at all times with the company dress code.
- Flexible in the hours you are able to work.
- Good communication skills.
- Comply at all times with the company Health & Safety policy.