

## Sales Assistant – Helensburgh – 12 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 a Sales Assistant your role is to assist the customer and promote sales in accordance with company policy.

**This position would ideally suit a school leaver or student.**

### Responsibilities

- Maintain outstanding housekeeping levels within the shop
- Carry out all duties relating to Health & Safety matters in accordance with the company's Health & Safety Policy Document [in liaison with HR Services Scotland?]
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan
- Being part of the team creating a friendly, pleasant and welcoming environment for customers instore
- Serving customers in a pleasant and courteous manner ensuring their wellbeing
- 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
- 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
- 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
- Assist customers on range, variety and suitability ensuring the purchase meets their requirement
- Ensure that all purchases are charged at the correct price and paid for by customers and staff members
- Be 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

Wrights Home Hardware

### Job Location

8-10 Sinclair Street, G84 8SU, Helensburgh

### Employment Type

Part-time

### Rota

**Working 12 Hours Per Week**

- **Saturday:**  
10.00am-16.00pm
- **Sunday:** 11:00am-17:00pm

**Pay Rate:** Based on age

### Responsible To

Shop Manager, Assistant Manager, Area Manager

### Job Benefits

Generous staff discount across all products stocked

Work place pension with The People's Pension

### Date posted

August 8, 2025

**APPLY NOW**

- Carry out any other duties as required from time to time by the Shop Manager

### **Skills Required**

- Excellent customer service skills
- Organisational skills, the ability to multitask
- A pro-active approach to selling
- 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