Sales Assistant – Prestwick – 13 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.

18+ applicants only, due to the sale of age-restricted products.

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
93-95 Main Street, KA19 1JS, Prestwick

Employment Type
Part-time

Rota
Working 13 Hours Per Week

- Saturday: 09:00 – 17:30
- Sunday: 11:00 – 16:00

Pay Rate: Hourly rate 21+ £12.79

Under 21 will be discussed at interview

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
October 5, 2026

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