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## Sales Assistant (Hardware Shop) – 34.5 Hours – Helensburgh

### 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.

### Responsibilities

- Being part of the team creating a friendly, pleasant and welcoming environment in Wright's Home Hardware at all times.
- Serving customers in a pleasant and courteous manner ensuring their wellbeing.
- 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.
- 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.

### Hiring organization

Wright's Home Hardware

### Job Location

8-10 Sinclair Street, G84 8SU, Helensburgh

### Employment Type

Full-time

### Working Hours

Working 34.5 Hours Per Week

- Monday – 10.15am to 5.45pm
- Thursday – 10.15am to 5.45pm
- Friday – 10.15am to 5.45pm
- Saturday – 10am to 5.30pm
- Sunday – 10am to 5pm

### Date posted

27 November 2023

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- 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**

- 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.
- This position involves constant heavy lifting (25kg)
- Experience working in a hardware store is desirable but not essential