

## Senior Sales Assistant – Helensburgh (Garden Centre) – Avg 40 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 Senior Sales Assistant your role is to assist the customer and promote sales in accordance with company policy.

### Responsibilities

- Being part of the Management Team creating a friendly, pleasant and welcoming environment in your shop at all times.
- Opening the shop for the staff when required to be ready to serve our first customer for 9am.
- Accurate management of shop monies including cashing up sheet, balancing and banking.
- Closing the shop at the end of the day when required ensuring full shop security 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 and 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.

### Hiring organization

Home Hardware Scotland Ltd

### Job Location

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

### Employment Type

Full-time

### Working Hours

Average 40 Hours over a 3 week rota

#### Week 1 – 41 Hours

Monday: 8.45am-5.45pm  
Tuesday: 8.45am-5.45pm  
Thursday: 8.45am-5.45pm  
Friday: 8.45am-5.45pm  
Saturday: 8.45am – 5.30pm  
Wednesday, Sunday: OFF

#### Week 2 – 47 Hours

Monday: 8.45am-5.45pm  
Tuesday: 8.45am-5.45pm  
Thursday: 8.45am-5.45pm  
Friday: 8.45am-5.45pm  
Saturday: 8.30am-5.30pm  
Sunday: 10am-5pm  
Wednesday: OFF

#### Week 3 – 33 Hours

Monday: 8.45am-5.45pm  
Tuesday: 8.45am-5.45pm  
Thursday: 8.45am-5.45pm  
Friday: 8.45am-5.45pm  
Wednesday, Saturday & Sunday: OFF

1 hour lunches everyday

- 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.

**Date posted**

31 October 2023

APPLY NOW

**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 includes heavy lifting (25kg)