



<https://home-hardware.co.uk/jobs/gardencentre-assistant-helensburghgardencentre-fullparttime/>

Garden Centre Assistant – Full & Part Time Positions

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 and promote sales in accordance with company policy.

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.
- 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

Hiring organization

Wright's Home Hardware

Job Location

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

Employment Type

Full-time, Part-time, Horticultural Experience Required

Working Hours

Full Time & Part Time Positions Available.

Please let us know in the application form your preferred hours.

Date posted

27 January 2022

APPLY NOW

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.