

JOB DESCRIPTION

JOB TITLE: Retail Assistant

DEPARTMENT: Retail

RESPONSIBLE TO: Directors, Operations Managers & Office Manager

WAGE: Discussed at Interview Stage

JOB PURPOSE:

To serve customers with various goods, take payments, operate tills and maintain a clean work environment and pleasant manner.

CONDITIONS:

Woodlands is a busy 100acre Leisure & Caravan Park. The Park has 3 main catering areas, several ice-cream shacks and numerous attractions in the Leisure Park: Watercoaster ride, Toboggan ride, Empire of the Sea Dragon Indoor Play Area, the Masterblaster & Circusdrome Play Area, Pedal Boats, Bumper Boats, Tug Boat Ride, Dune Buggies ride, Polar Pilots ride, Avalanche ride, Farmyard ride, Arctic Gliders ride, Falconry Centre, Zoo-Farm, Swing Ship, Ninja Towers, Mirror Maze & the Safari Adventure Golf. There are 2 retail outlets: a souvenir & gift shop and a general store stocking camping accessories & groceries. There are between 1 and 3 members of staff manning each shop depending on the time of year. The Leisure Park is at its busiest during the main summer months, particularly the Easter, Whitsun & Summer school holidays.

HOURS:

The hours of work vary in the shops and are affected by the time of year to ensure the smooth operation of the Park; the start time is from 9am to 10am and the finish time is 5.30 pm/6.30 pm approximately depending on the time of year. The wage varies according to age and is listed on the enclosed sheet 'Ranger Pay Structure'. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and be prepared to work Bank Holidays and a weekend day. There are a total of 28 days holiday per year, holidays cannot normally be taken during the school holidays or on Bank Holidays as these are our busiest times. There is a half an hour lunch break. When the Leisure Park is open there is the opportunity to purchase food for lunch with a 50% discount.

SKILLS:

1. The ability to communicate clearly with staff and members of the public of varying ages and levels of ability.
2. Good customer service skills.
3. An eye for design would be useful.
4. The ability to work alone or as part of a team.
5. Common sense and initiative.
6. Methodical approach with good attention to detail.
7. Cheerful personality with a 'can-do attitude'.
8. Able to work flexible hours.
9. The ability to remain calm, level headed and polite in demanding situations.

WORK TASKS/DUTIES

1. To prepare the shop for the day ahead, collecting tills from the main office.
2. To courteously serve members of the public, taking payments and operating the tills.
3. Help customers with their queries, giving directions and dealing with problems which may arise.
4. Reporting customer feedback to the Managers.
5. Making up packs of information.
6. Ensuring that the shelves are well-stocked, that goods are displayed attractively and correctly priced in order to maximise sales.
7. Carrying out the closing down procedure and cleaning at the end of the day.
8. Other duties that may arise.