

JOB DESCRIPTION

JOB TITLE: Gift Shop Assistant

DEPARTMENT: Retail

RESPONSIBLE TO: Director, Accounts Manager & Operations Managers

WAGE: £7.38 per Hour for 21 to 24 years or £7.83 per hour for 25 years & over.

JOB PURPOSE:

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

CONDITIONS:

Woodlands is a busy 100acre Family Theme Park & Caravan Park. The Park has several catering areas, ice-cream shacks and numerous attractions & rides in the Leisure Park. There are 2 retail outlets: a souvenir & gift shop and a general store, which stocks camping accessories & groceries. There are between 1 and 3 members of staff manning the Gift Shop depending on the time of year. The Family Theme 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 9am/10am and the finish time is 5.30 pm/6.30 pm approximately depending on the time of year. 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 or days. 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 Family Theme Park is open, there is the opportunity to purchase food for lunch with a 50% discount. During the main season, it would ideally be a full-time role, though part-time would also be considered. During the winter, the Park is just open at weekends and some of the school holidays so these would be the days available to work at that time. When just working weekends, there may be the opportunity to work additional days, in order to meet sales reps and attend trade shows.

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 and organisational 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. Monitoring stock levels and placing orders.
4. Help customers with their queries, giving directions and dealing with problems which may arise.
5. Reporting customer feedback to the Managers.
6. Training new staff.
7. Ensuring that the shelves are well-stocked, that goods are displayed attractively and correctly priced to maximise sales.
8. Carrying out the closing down procedure and cleaning at the end of the day.
9. Stock take when required.
10. Other duties that may arise.