

JOB DESCRIPTION

JOB TITLE: General Store Assistant / Theme Park Staff Cover

DEPARTMENT: Caravan Park / Theme Park

RESPONSIBLE TO: Operations Managers, Caravan Park Manager, Catering/Stock Manager

WAGE: £8.21 per hour for 25 years & over, £7.70 per hour for 21 to 24 years, £6.15 per hour for 18 to 20 years

JOB PURPOSE:

To serve customers with groceries and camping items from the shop, take payments and maintain a clean work environment and pleasant manner. Responsible for: replenishing stock on shelves, cleaning, storage and any other duties relevant to the role. This position will also include cover work in the Theme Park in the quieter times, this may include the entrance kiosk, catering areas or other areas as needed.

CONDITIONS:

Woodlands is a busy 100acre Theme Park & Caravan Park. The Park has several catering areas, ice-cream shacks and numerous attractions & rides. There are 2 retail outlets: a souvenir & gift shop and a General Store, which stocks camping accessories & groceries for the customers staying on site. The number of staff manning each area varies according to the time of year. The Park is at its busiest during the main summer months, particularly the Easter, Whitsun and Summer school holidays. Each of the areas in the Theme Park are managed by a Team Leader, who works closely with the staff and liaises with the Operations Managers.

HOURS:

The hours vary according to the time of year to ensure the smooth operation of the Park. The start time is 8am-9am and the finish time is approximately 5.30 pm at quiet times, 6.00/6.30 pm in the summer season. The wage varies according to age and is listed above. Due to the nature of the Tourism Industry it is important that all staff have a flexible approach to their work and are prepared to work Bank Holidays and weekend days. Holiday hours are accrued during your period of work. Holidays cannot be taken during the school holidays or on Bank Holidays as these are our busiest times. Bank holidays are treated as normal working days, there is not an overtime rate of pay. There is a company pension scheme. There is a half an hour unpaid lunch break. When the Theme Park is open, there is the opportunity to purchase food for lunch with a 50% discount.

SKILLS:

1. Effective time management.
2. The ability to communicate clearly with staff and members of the public of varying ages.
3. To be able to explain shop items to members of the public who may have different levels of abilities, e.g. special needs children and adults with learning disabilities.
4. Good customer service skills.
5. The ability to work as part of a team or alone.
6. Common sense and initiative.
7. Methodical approach with good attention to detail, maintaining high standards.
8. Cheerful personality with a 'can-do attitude'.
9. Able to work flexible hours.
10. The ability to remain calm, level headed and polite in demanding situations

WORK TASKS/DUTIES

1. To serve customers with goods stocked in the shop, taking payments and operating a computerised till.
2. To ensure the shop is well stocked daily.
3. Check expiry dates, rotate stock and remove items that shouldn't still be on display, returning those that are on sale or return
4. Top up stock on shelves and bring stock to front of shelves so it can easily be accessed by customers.
5. Liaising with Catering & Stock Manager regarding ordering of items such as bread and milk.
6. Ensure the shelves, fridges, freezers and floors are kept clean, tidy and free of obstacles throughout the day.

7. To assist with deliveries and pricing of goods, with direction from the Catering & Stock Manager.
8. When working in the Theme Park, work to the best of your ability in the various roles that you are asked to do.
9. Helping customers with their queries and giving directions.
10. Carrying out the opening and closing down procedures and cleaning at the end of the day.
11. Lunch cover work in the Theme Park in various departments.
12. In all tasks, good timekeeping, appearance and communications with customers is a priority.
13. Other duties that may arise.