

## Job Description for Seasonal Retail Visitor Assistants, Scone Palace

<b>Job Title:</b>	<b>Retail - Seasonal Visitor Assistants</b>	<b>Responsible to:</b>	<b>Retail Manager</b>
<b>Main purpose of job:</b>	To serve in both the Gift and Food Shop, providing an efficient, friendly customer service, engaging with customers to drive product sales and enhance visitor experience		
<b>Main responsibilities include :</b>			
	<ul style="list-style-type: none"> <li>- Delivering excellent customer service; working within the Food Shop, Gift Shop and providing cover at Ticket Sales when necessary</li> <li>- Engaging with visitors</li> <li>- Upselling at point of sale</li> <li>- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices</li> <li>- Cash handling and cashing up daily takings</li> <li>- Maintaining retail facilities in a clean and tidy manner</li> <li>- Lifting and moving deliveries and stock using safe lifting techniques</li> <li>- Unpacking and checking deliveries</li> <li>- Pricing stock</li> <li>- Stock taking</li> <li>- Creating displays and merchandising stock</li> <li>- Setting up and breakdown of 'pop-up' shops</li> <li>- Picking, packing and processing online orders</li> <li>- Processing stock onto EPOS system</li> <li>- Maintenance of online shop and e-commerce content</li> <li>- Promoting other departments and events within the Palace to visitors</li> <li>- Responsible for the health and safety of themselves and those round them</li>   <li>- Any other reasonable duties as requested by the Retail Manager or Management Team</li> </ul>		
<b>Requirements of the Role</b>	<ul style="list-style-type: none"> <li>- Excellent communication, presentation and interpersonal skills</li> <li>- A commitment to delivering the highest standard of service</li> <li>- The willingness to take the initiative and go the extra mile</li> <li>- A flexible and adaptive manner and positive attitude</li> <li>- The ability to work efficiently in a busy environment</li> <li>- The ability to work well within a team</li> <li>- The willingness to undertake any training necessary for the role</li> <li>- Maintain a high standard of punctuality and personal appearance</li> </ul>		
<b>Pay Rates</b>	In line with National Minimum Wage		

*This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive.*