**Retail Assistant, Bunratty Folk Park**

**(Permanent position)**

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| **Role Purpose:** |
| We are now seeking Retail Assistant at the Shannon Irish Design Store, Bunratty Folk Park. This role you will report directly to the Retail Manager, Shannon Irish Design Store. The Retail Assistant will work as part of a cohesive team to achieve maximum sales through the delivery of excellent customer service. |
| **The Role:** |
| **Responsibilities include, but are not limited, to the following:** * Delivering best in class service to our customers through excellent service and knowledge of our products
* Prompt dealings with all customer queries including telephone queries in an efficient and professional

 manner* Providing advice on products with a continual view to maximising sales through upselling and cross

 selling* Restocking of display areas on a regular basis to ensure customer availability at all times
* Ensuring maintenance of branch and displays, ensuring work stations are free from hazards at all times
* Manage point of sale processes including register operations, including receiving and processing cash

or credit or other payments* Operate procedures for security of cash and merchandise in accordance with the policies and

Procedures set down by Shannon Heritage* Particpate in regular stock checks including daily cycle counting and stock counts
* Product coding, pricing and updating prices of goods for resale
* Adherence to all health and safety procedures and reporting any hazards to the Manager
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| Requirements |
| * Previous experience in a similar Retail role is required.
* A working knowledge of computers (Microsoft office) will be an advantage.
* The ability to work as part of a team or independently as the role may require
* Positive customer focused attitude
* Excellent interpersonal and communication skills
* Flexibility in the role

**Application in the form of a current CV should be sent to** **hr@shannonheritage.com** **on or before 5.00 p.m. Friday October 6th 2023****PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you. |