**Retail Assistant**

**Village Street – Bunratty Folk Park**

**SHANNON HERITAGE**

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| **Role Purpose:** |
| The Retail Assistant will report to the Retail Manager. Based in the Village St., Bunratty Folk Park. The Retail Assistant will work as part of a cohesive Team to achieve maximum sales through the delivery of excellent customer service. This position requires flexibility, working rostered duties, including weekends and Public Holidays. | |
| **The Role:** | |
| * 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 advise on products with a continual view to maximizing 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 station is free from hazards   at all times   * Manage point of sale processes including register operations, receiving, and processing cash or credit or other payments * Participate in regular stock taking including daily cycle counting and stock counts * Ability to work across a range of departments/ business units. * Product coding, pricing and updating of prices on goods for re-sale * Adhere to all Health & Safety procedures and reporting any hazards to the Manager | |
| **Essential Requirements:** | |
| * Excellent interpersonal and communication skills * Previous experience working within retail will be an advantage. * Ability to work on own initiative while proactively participating as part of the Retail team * Flexibility to adapt to any seasonal demands of the business   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. | |