Job Description

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| **Job title:** | Pet Shop Assistant. |
| **Location:** | Burns Pet Nutrition, Moorfield Rd, Narberth, SA67 7AB |
| **Contract:** | Full-time permanent employment contract. |
| **Hours:** | 30 working hours per week over 4 days.   * Between Monday and Saturday. * With varied working hours. * unpaid 30-minute lunch break each day. |
| **Accountable to:** | Scott Peckham (Area Retail Manager). |
| **Salary:** | £9.50 gross per hour.  **We are proud to be an accredited Living Wage employer.** |
| **How to apply:** | Please send your current CV and cover letter to Luke Thomas via email, in person or via post:   * Burns Pet Nutrition Ltd, 99 Ferry Road, Kidwelly, Carmarthenshire, SA17 5EJ * [luke@burnspet.co.uk](mailto:luke@burnspet.co.uk) |
| **Closing date:** | Wednesday 11th August 2021 at 5pm. |

**Job Summary**

Support the Retail Manager with day-to-day retail operations and to maintain consistently outstanding standard of customer service.

A **fully flexible approach to work** is essential to the role including weekends, additional hours and cover unforeseen circumstances as required.

**Key Responsibilities**

**Customer Service**

* Communicate the benefits of Burns products/services to customers and distribute promotional materials.
* Process customer purchases and orders at the point of sale accounting for petty cash, refunds and receipts.
* Deal with customer enquiries in a professional manner, referring them to our Nutritional Helpline and liaise with other departments as required.
* Support the Retail Manager to continuously evaluate customer needs.

**Operational**

* General administrative duties (e.g. stock control).
* Support the Retail Manager with securing the premises and stock loss prevention.
* Comply with relevant legislation and restrictions.

**Health and Safety**

* Comply with relevant legislation, restrictions and risk assessments.
* Lone Working.
* Maintain a high standard of housekeeping within the workplace to create a pleasant environment for staff and customers.
* Report faulty or damaged merchandise and equipment to the Retail Manager.
* **Co-operate with Burns’ organisational policies and procedures for Health and Safety** including PPE and reporting adverse events

You will also be required to carry out any other duties which may be reasonably required of you.



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| **Core Competencies** | **Description** | **Essential / Desirable to the Role** |
| **Employment**  **Experience** | Previous experience in a customer service  related role. | Desirable. |
| **Knowledge and Understanding** | Basic knowledge of customer service techniques. | Essential. |
| **Job Specific**  **Skills** | Competent to use Microsoft Office packages  (e.g. Outlook, Word, Excel).  A high standard of literacy and numeracy.  Full UK driving licence. | All Essential. |
| **Personal**  **Qualities** | Strong communication and interpersonal skills  with the ability to empathise with customers.  Organisational skills, attention to detail  and ability to multitask.  Demonstrate cultural awareness and  respect for diversity. | All Essential. |