

**Job Title:** Retail Assistant

**Responsible to:** Retail Manager

**Hours:** This is a zero-hour contract during our busy Christmas period from 8<sup>th</sup> November-December 31<sup>st</sup> including Christmas Eve and New Years Eve. Hours of work are set in both day and evening shifts running from 10am – 3pm and 4pm-9:30pm. These shifts include weekend and weekday work. Full training will be given.

**Salary:** £9.50 per Hour

**About the role:** The Enchanted Garden of Light is an illuminated walk through the estate of the American Museum & Gardens. As a Retail Assistant, you will be responsible for ensuring a warm welcome is extended to all visitors upon arrival. You will be responsible for ensuring the shop is ready to open, shelves are stocked and completing sales. This role involves interacting with customers, payment handling (cash and card). Some lone working may also be required.

#### **Main Duties:**

- Ensure that a warm welcome is extended to all visitors, and the highest standards of visitor care are met.
- Help to orientate visitors and share information about the Museum, Gardens and Christmas Light Trail as appropriate.
- Ensure visitors are informed about events and activities taking place on site.
- Operating EPOS till system, handling cash and card payments and reconciliation.
- Wear the uniform if provided
- Undertake such other duties, consistent with the responsibilities of the post and as directed by the Duty Manager and/or Senior Management Team, as may be required from time to time

#### **Security and Health and Safety**

- In the event of an emergency, manage, with others, the emergency procedure and guide visitors to pre-determined safety points.
- Ensure that policies and procedures, including those relating to health and safety, are continually observed.
- Provide First Aid assistance (if trained) as required

#### **Person Specification**

- Excellent customer service skills
- Experience in a retail environment desirable but not essential.
- Problem-solving skills and ability to deal effectively with issues as they arise
- Excellent verbal and written communication skills
- Ability to work effectively as part of a small team
- Positive approach and drive to improve standards of visitor care
- Commitment to equality and diversity and an understanding of how these relate to the role

#### **To Apply**

Please send a CV and covering letter, giving details of your interest in the position and outlining how you meet the person specification, to: [retail@americanmuseum.org](mailto:retail@americanmuseum.org)

The deadline for applications is **10<sup>th</sup> October**

Interviews will take place during the week beginning **17<sup>th</sup> October**