



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

DEPARTMENT	DIY Store
POST	Sales Assistant/ Cargo Clearer
RESPONSIBLE TO	Operational Supervisor
JOB PURPOSE	To assist with the day to day running of the store, carry out Cargo Clearing operations from the Wharf and Delivery Service to a high standard and to ensure a high standard of customer service
QUALIFICATIONS EXPERIENCE COMPETENCES	Experience working in a retail environment. H3 And D drivers licence
SPECIAL CONDITIONS	Working unsocial hours

JOB OUTLINE

- Welcome and greet customers ensuring an excellent standard of customer service at all times
- Recommend and display items that match customer needs
- To carry out Cargo clearing operations and Delivery Service in an effective and efficient manner
- To check cargo in and pack it away
- To collect and record all incoming and outgoing cargo as well as damages ensuring all Health and safety requirements are being adhered to
- To promote sales where possible.
- To serve customers effectively and efficiently using the EPOS, including payments by local debit cards
- To adhere to cash handling & security procedures, as stated in the Cash Control Policy.
- To price goods and stock shelves as necessary.
- To update the stock records.
- To assist with perpetual stock checks
- To perform cleaning duties as necessary.
- Any other related duties as required by Management.

SPECIAL CONDITIONS:

- Out of hours work if necessary
- Regular Manual Handling of heavy goods
- H3 and D Licence is essential

Person Specification

- Reliable & Trustworthy
- Flexible
- Organisational Skills
- Ability to work independently and use own initiative

- Ability to multitask
- Customer focused with excellent interpersonal & communication skills
- Positive work ethic
- Working towards critical deadlines
- Demonstrates accuracy with a good understanding of stock management
- Positive approach to continuous professional development
- Ability to work calmly under pressure
- A passion excellent customer service delivery and ability to engage effectively with all customers