



Checkout Operator/Sales Assistant - Part Time, Seasonal

Department: Garden Centre Shop

Salary: To be negotiated depending on experience.

Working Hours: Saturday to Friday, rota system in operation - Hours vary with seasons.

Responsible To: Shop Supervisor

Purpose of Job: To ensure the garden centre provides a quality customer service by providing goods and technical assistance.



Main Activities, Duties and Responsibilities. Reporting to the department supervisor you will provide a high level of customer service with good merchandising skills and offer a high standard of customer sales and service. Attention to detail and the ability to present a wide range of goods to high standards of retailing is vital.

- 🌿 **Checkouts:** To ensure all customers are quickly & efficiently served through the checkouts and be fully conversant with electronic point of sale equipment.
- 🌿 **Maintenance of Department:** To assist the supervisor in all aspects of maintenance in the garden shop departments.
- 🌿 **Merchandising of Gardening Sundries:** To assist with, and carry out re-stocking of the indoor sales departments, including unloading deliveries through to final display as required.
- 🌿 **Customer Orders:** To ensure all customer orders via telephone or internally are dealt with in an efficient and professional manner.
- 🌿 **Customer Queries:** Respond to queries relating to gardening sundries and to provide a general horticulture advisory service where possible.
- 🌿 **Business Development:** Contribute to plans, strategies, reports and policies for the long-term marketing of Cowell's Garden Centre.
- 🌿 **Health and Safety:** Ensure all relevant and current health and safety legislation is adhered to.
- 🌿 **Other:** Any other duties as may be assigned by the supervisor or any other department manager.

General

The post holder must have adequate knowledge and relevant experience of garden centre or similar retail practices. Good knowledge and experience of horticulture would be preferred.