



## **JOB DESCRIPTION**

- Job Title:** Sales Assistant
- Responsible to:** Department Manager
- Hours per week:** 37.5 hours/week over 5 days/week
- Hours of work:** The successful candidate must be fully flexible between the store's trading hours of 9 am-6 pm Monday-Saturday. The position will also include late-night trading and Sundays.
- Job Purpose:** "To make customers smile" by engaging with customers, delivering excellent service, and providing product information to enable the customer to make an informed choice.

### **Key Responsibilities**

#### **Customer Service**

- To acknowledge all customers who enter the store
- Provide a fast and friendly service
- To approach every customer) and establish their needs
- To advise customers on product ranges, prices, availability of stock, sizes within range thus giving them the opportunity to choose a product that best meets their needs
- To know how to demonstrate products to customers where applicable (and allowed under Covid-19 restrictions)
- To be familiar with our customer order, refund, and exchange policy so that customers can be advised when necessary
- To smile and thank customers for shopping with A de Gruchy & Co Ltd
- To be aware of current promotions taking place in the store so that these offers can be communicated to our customers
- Resolve customer complaints effectively or involve appropriate management to ensure customer satisfaction

#### **Product Knowledge / Selling Skills**

- To have a comprehensive knowledge of all merchandise in the department and how it works (if appropriate)
- To keep up to date with all new products and ranges
- To use effective questioning techniques to identify Customer's needs and requirements in order to select the appropriate item(s)

- To assist and advise customers in the selection of merchandise
- Be able to maximise sales opportunities through link selling
- Make customers aware and promote A. de Gruchy & Co. Ltd website and other in store services we provide
- Email recruitment
- Ability to work towards weekly sales targets

### **Wedding list**

- To assist couples in setting a wedding list & thereafter constantly updating and communicating with the list holder
- Provide professional guidance and a high level of customer service for couples and their guests by offering advice & demonstrating product knowledge
- To maintain the list by ensuring stock availability, place orders, assist every guest in purchasing the gift in a professional and confidential manner
- Accurately and efficiently completing all transactions and paperwork while adhering to all company policies and procedures
- To wrap the gifts and arrange delivery

### **Till Operations**

- To present a professional image when using the till and processing sales
- To carry out all till functions competently on till as per company procedure
- To collect float for the till, replenishing change and to take up the daily takings when required
- To be aware of security risks when handling money and act vigilantly at all times.

### **Merchandising / Recovery / Housekeeping**

- To deliver high standards of product presentation
- To ensure the department is well replenished
- Maintain a clean and uncluttered department

### **Motivation / Commitment / Flexibility**

- To remain self-motivated and to be able to work without supervision
- To be committed to learn and develop your job and product knowledge throughout your employment with A de Gruchy & Co Ltd
- To be fully flexible in terms of working hours and approaching the tasks asked of you

### **Working Safely**

Being aware of and adhering to:

- Health and Safety Regulations
- Companies policies and procedures as outlined in the Company Handbook

## **How to Apply**

In order to apply you will be required to complete an application form, please note CVs will not be accepted.

An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application please return to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O. Box 18, 50-52 King Street, St. Helier, JE4 8NN.

## **5 years' residency IS NOT required for this position**

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit [degruchys.com](http://degruchys.com) for details of alternative vacancies.

Due to the high volume of applications only shortlisted candidates will be contacted.