

de
GRUCHY

J E R S E Y 1 8 1 0

JOB DESCRIPTION

- Job Title:** Customer Service Assistant
- Responsible to:** Customer Service Manager & Customer Service Supervisor
- Hours per week:** 30 hours/week over 5 days
- Hours of work:** The successful candidate must be fully flexible between the stores trading hours of 8.30am-6.20pm Monday-Saturday. The position will also include late night trading and Sundays.
- Job Purpose:** Day to day administration of the Sales Ledger and all other general office duties. To assist the Management in serving the customers and to ensure the store banking is completed appropriately.

Key Responsibilities

Customer Service

- To ensure that the customer service given within the department is to the highest standard at all times.
- To be aware of the correct procedure to follow when processing vouchers, refunds and payment of bills.
- To deal with any customer complaints or requests, including lost property and account queries, as and when required.
- To supply till rolls and credit vouchers to selling staff.

Till Operations

- To present a professional image when using the till and processing sales.
- To carry out all functions competently on the till as per company procedure, including the restaurant takings and credit cards from the De Gruchy tills.
- To change till rolls and audit rolls when needed.

Banking and Accounts

- To prepare and collect all till float bags.
- To count change slips and money at Cash Desk, using the coin counting machine.
- To ensure the reconciling of tills is completed.
- To open and close accounts for payments.
- To order money from the Bank on a weekly basis.
- General administration, including filing

Sales Ledger

- To answer any customer account queries.
- To accept customer payments.
- To deal with any customer maintenance i.e. change of address.

Reception / Switchboard

- To answer all calls from customers and staff and to connect these calls to the appropriate department / member of staff in a professional and timely manner.
- To handle all queries from customers competently over the telephone or face-to-face.
- To record all concession calls.
- Greeting all customers pleasantly and with a professional manner.
- To assist with basic administration duties and typing as and when required, given to you from Senior Management, Department Managers and Supervisors.

Mail

- To sort out incoming mail and place in appropriate pigeon holes, ensuring the correct mail is delivered to the right person.
- To sort opened mail in to invoices/credits/statements and cheques received.
- To stamp the current date on all incoming mail.

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.

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 for details of alternative vacancies.

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