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GRUCHY

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### **JOB DESCRIPTION**

- Job Title:** Brand Specialist – Piglet in Bed
- Responsible to:** Floor Manager and Area Manager
- Salary:** Negotiable
- Hours of Work:** 37.5 hours per week over 5 days  
The successful candidate must be fully flexible between the store's trading hours of 9am-5.30am Monday to Friday and 9am to 6pm on Saturday and 9am. The position will also include late-night trading and Sundays during the Christmas trade period.
- Job Purpose:** To engage and deliver excellent service to every customer and to provide product information to enable the customer to make an informed choice.

### **Key Responsibilities**

- To provide excellent levels of customer service and surpass customer expectations at every opportunity
- To maximise every selling opportunity to achieve store and individual sales targets and KPI indicators within the Specialist area
- To be familiar with our customer order, refund, and exchange policy so that customers can be advised when necessary
- 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
- To have a comprehensive knowledge of all merchandise on the department
- Be able to maximise sales opportunities through link selling
- 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
- Ensure that promotions are well executed presented and ticketed
- Identify ways of improving sales and implement them where possible

- Maintain a well-merchandised and stocked department
- Maintain housekeeping standards in the department including stock rooms
- Being aware of and adhering to Health and Safety Regulations
- Being aware of and adhering to Companies policies and procedures as outlined in the Company Handbook

### **Person Specification**

#### **Essential**

- Competent computer skills
- Excellent verbal and written communication skills
- Passionate about customer service and retail
- Strong organisational and planning skills
- Self-Motivated

#### **Desirable**

- Previous experience in retail

#### **How to Apply**

In order to apply you will be required to complete an application form, please note CV's 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 it to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O. Box 18, 46-52 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.