

Staff Role: SALES ASSISTANT

Brief outline of role

Duties

- To deal effectively and efficiently with private sales face to face in the shop, via e-mail and on the telephone
- To deal with all suppliers in a positive manner using relevant information to inform customers regarding lead times and availability of products
- To deal with centres and group sales in accordance with the company systems and procedures
- To dispatch goods when necessary
- To do stock take when necessary
- To co-ordinate the movement of stock from different locations according to the procedures of the company
- To balance the takings when necessary
- To open and lock up the shop and maintain the tidiness of the premises
- To be familiar with the health and safety policy of the premises

Competencies

- To be competent with the IT systems used by the company
- To be conversant with special offer items, customer discounts and package deals
- Have a good product knowledge
- To be thorough
- To have good social skills
- To have good problem solving skills

PERSONAL SPECIFICATION

<u>SALES ASSISTANT</u>	Essential	Desirable
<u>Skills and Experience</u>		
Background Knowledge of Paddlesports and/ or Sailing		Yes
Qualified coach in Canoe and/or Kayak/and/or Sailing		Yes
Have basic IT / Computer skills/knowledge	Yes	
Sales background and experience		Yes
<u>Self Managemnt</u>		
Able to work on own initiative / Self motivated	Yes	
Flexible in approach to work	Yes	
Thoroughness	Yes	
<u>Communication skills</u>		
Good Communicator	Yes	
<u>Personal Attributes</u>		
Be Honest and Trustworthy	Yes	
Good organizational skills	Yes	
Good problem solving skills	Yes	
Already living or prepared to move to area	Yes	

