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| **1. Post** | | | | |
| Post: | Sales Assistant | | | |
| Department: | Visitor Information Centre | | | |
| Salary: | The Real Living Wage (£9.90 p/h) | | Date: | May 2022 |
| **2. Supervisory responsibilities/position in structure** | | | | |
| Responsible to: | | Visitor Information Centre Manager | | |
| Responsible for: | |  | | |
| **3. Main function of job**  To cover for busy periods (including Saturdays, Bank Holidays and lunchtimes) by assisting with the day-to-day operation of the Visitor Information Centre (VIC), providing an information service to the public and helping to promote Chester and Cheshire to all sectors. | | | | |
| **4. Main duties** | | | | |
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• To work the hours specified by the Manager as required.

• To answer queries from the general public through all channels of communications.

• To operate the Destination Management System, computer system and tills, ensuring the security of all cash received including the balancing of cash receipts against sales.

• Provide a sales service that will include sales of publications, souvenirs and goods, tickets for events, attractions and travel.

• To assist with stock replenishment and organisation, including dealing with deliveries & unpacking of stock.

• To provide general administrative support including research, filing, mail duties and photocopying.

• To promote accommodation, attractions, events and other services to visitors, in order to encourage return visits.

• To assist with the maintenance of displays.

• To keep the VIC in a clean and tidy condition.

• To attend exhibitions and events as requested.

• To perform reasonable tasks as the Visitor Information Centre Manager may from time to time require.

• To assist with Stock take preparation and Visual Merchandising

• To provide excellent customer service at all times.

• To adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data.

• To carry out duties whilst adhering to the VIC Policy on Customer Care.

• The Post-holder is expected to carry out, in addition to the already mentioned duties, any other duties reasonably expected within the job role.

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| **5. Person Specification** | | |
| Essential or desirable requirement – please indicate against each heading | E | D |
| Qualifications/education required: |  |  |
| 5 GCSEs (A-C), or equivalent | E |  |
|  |  |  |
| Skills & Experience required: | E | D |
| Experience of working in a Retail/Sales environment – 1 years previous experience  Good strong time management, ability to work under pressure  Comprehensive I~~C~~T skills, with experience of using Microsoft Office Apps  Excellent attention to detail, with strong written & verbal skills  Knowledge of the Chester tourism product  Ability to deal with enquiries in a clear and concise manner  Excellent Customer Service skills  Previous experience of working in a retail environment – 1 year (preferred)  Flexible approach, required to work on a rotational shift basis, including weekends & Bank Holidays | E  E  E  E  D  E  E  E  E |  |
| Personal characteristics required: | E | D |
| Proactive, opportunistic and enthusiastic  Reliable and delivery focused  Self-motivated  Creative, innovative approach  Able to work in a team as well as independently  Desire to make a difference | E  E  E  E  E  E |  |
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