**Retail Assistants**

**Cliffs of Moher Retail Store**

**Shannon Heritage**

**(Permanent positions)**

|  |
| --- |
| **Role** |
| To work within the Retail Team at the Cliffs of Moher to deliver a highly focused customer service Retail experience. To deliver as a team in a busy and fast paced environment a gift shop that is merchandised to a high standard, clean and presented in a neat and tidy fashion from first customer to last. To communicate an in-depth knowledge of the product range to the customer  |
| **Responsibilities** |
| **Responsibilities include but not limited to:-** Greeting customers who enter the shop.* Be involved in stock control and Pricing
* Assisting customers to find the goods and products they are looking for.
* Being responsible for processing cash and card payments.
* Stocking shelves with merchandise.
* Assisting with company stocktake and cycle counting
* Answering queries from customers.
* Reporting discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash registers with receipts.
* Dealing with customer refunds.
* Keeping the store tidy and clean, this includes hoovering and cleaning
* Attaching price tags to merchandise on the shop floor.
* Assist with security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
* Receiving and Checking off deliveries
* Assisting Customers at Heraldic Desk
* Assisting with Baggage storage
* Keeping up to date with special promotions and putting up displays.
* Follow all company policies and procedures
* A working knowledge of all aspects of the Retail operation
* Mopping the floor/ use of floor cleaning machine
 |
| **Essential Requirements:** |
| * Good interpersonal and communication skills, a helpful and friendly manner,
* Well-groomed personal appearance,
* The ability to work with money,
* Good problem-solving skills
* Ability to work efficiently as part of a bigger team.
* Customer service experience
* The ability to thrive in a high-pressure environment.

**PLEASE NOTE:** from time to time the Company may ask you to do other reasonable tasks not stated within this job description but commensurate with the position. The Company also reserves the right to review and update this job description to reflect the changing needs of the job. However, any significant changes will be discussed in consultation with you.**Applications in the form of a current CV should be sent to** **hr@shannonheritage.com** **on or before 5.00 p.m. Friday 1st September 2023** |