JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: SALES ASSISTANT
Reporting To: BRANCH MANAGER/ASSISTANT MANAGER

1. Primary Objectives

• To exceed customer expectations via the “Seasalt” experience
• To help your branch reach its sales targets

2. Main Tasks and Key Areas of Work

To inspire our customers and to achieve maximum sales by:
• Giving exceptional customer service on the sales floor, at the till-point, and at the fitting rooms
• Having up-to-date product knowledge
• Making sure the displays are topped-up with complete size ranges, correctly priced & size-cubed, and security tagged
• Making sure the displays are neat, and the shop immaculately clean
• Looking out for shoplifters
• Processing sales at the till
• Dealing with customer special requests - Priority Transfers, mail order etc
• Handling customer queries/complaints by phone or in-store

To help with the day to day operations of your branch by:
• Checking-in deliveries from suppliers & other branches
• Stockroom duties including re-stocks, preparing stock to go out on the shop floor, tidying and cleaning
• Picking IBTs & processing on Futura
• Helping with stock takes
• Communicating effectively with colleagues, other branches and Head Office
• Cooperating on health and safety matters, including reporting any hazards
• Promoting Seasalts’ environmental policies, complying with our environmental management systems
• And any other additional duties required by the needs of the business

3. Performance Targets

• Achieving sales targets
• Good customer feedback
• 100% attendance record
• Achieving target score on the Branch Checklist
• 100% correct ticketing/labels/tags

4. Scope of Authority

• Make sales, handle money
• Telephone customers & branches
• Request PTs

5. Other Specific Requirements of the Post

• Keep confidential any company business or statistics
• Ability to work hours as required by the business
• To represent Seasalt Limited and promote its brand image through all activities

6. Person specification for this post
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<th>ESSENTIAL SKILLS</th>
<th>DESIRABLE SKILLS</th>
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<tr>
<td>QUALIFICATIONS</td>
<td>GCSE or equivalent maths &amp; English grade C or above</td>
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<tr>
<td>WORK RELATED EXPERIENCE/SKILLS</td>
<td>Previous retail experience</td>
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| PERSONAL SKILLS/QUALITIES | • Friendly, smiling & interested in our customers  
• Keen to make the sale  
• Self motivated & able to use initiative  
• Flexible approach  
• Neat, clean and tidy image  
• Loyal and reliable  
• Team worker | Experience of working in a team |
| SPECIAL WORKING CONDITIONS | Willing and able to work additional hours as required | |