

Job Description

# Sales Assistant

## The Shop, York

**Reports to:** Team Leader

**Supervises:** None

**Location:** Stonegate, York

### Job summary / purpose

To carry out sales activities to meet and exceed sales targets and deliver an exceptional customer experience both on the shop floor and over the phone

### Main duties and responsibilities

- TO carry out retail activities in our store(s) and over the phone
- Provide exceptional customer service in all areas of the store over the phone, and online
- Manage and tidy the displays and wider shop floor
- Handle point-of-sale transactions in accordance with company policies
- Manage customer questions and complaints in store, over the phone and on the company's social media accounts.
- Assist with deliveries from suppliers, and help with stock takes
- When required, assist with other in-store duties to support the business
- Other duties as and when required by the team leader