









JOB TITLE:
DEPARTMENT:
REPORTS TO:
LOCATION:
SALARV:
HOURS:

Casual Retail Assistant
Retail & Ticketing
Head of Retail & Ticketing
The Cledara Abbey Stadium
Dependent on age and experience
3 hours per home matchday

## ROLE SUMMARV

The retail assistant will be required to have exceptional customer service skills, a positive attitude and be prepared to learn new skills.

We are looking for someone who will provide all visitors with friendly experience, treating everyone in a respectful and approachable manner.

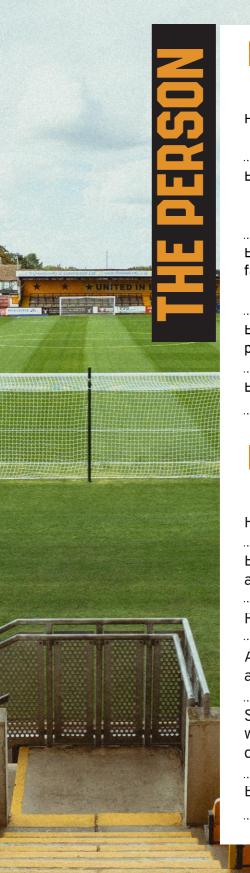
As a casual retail assistant you will serve from our mobile retail unit, handle public enquiries, advise on products and upselling where possible to our customers.

We are looking for an individual who has previous experience working in a customer service environment. You will also have excellent communication and empathy skills. Matchday's are always fast paced, so it's essential that you can remain calm under pressure and multitask effectively.

## **KEY JOB OUTCOMES**

- Providing exceptional customer service
- Showcasing your confidence in our product ranges
- Deliver sales and meet targets
- Collaborating with the team of staff and volunteers, in a fast-paced retail environment
- Working during home games, weekends and evenings
- Assisting the retail team
- Processing payments via our EPOS tills and card readers
- Till balancing and cash handling





## SKILLS, KNOWLEDGE, QUALIFICATIONS ME EXPERIENCE

Passion for football or sport	YES	DESIRABLE
Educated to GCSE level or equivalent	YES	
Experience working in a customer facing role	YES	
Experience working in a fast- paced environment	YES	
Experience of delivering excellent custome	er <b>YES</b>	

## PERSONAL QUALITIES/ATTRIBUTES

	REQUIRED	DESIRABLE
Hardworking and enthusiastic	YES	
Excellent organisational skills and attention to detail	YES	
Reliable and committed	YES	
Ability to work independently and as part of a team	YES	
Strong interpersonal skills, with the ability to prioritise tasks, meet deadlines and manage a varied workload	YES	
Excellent team player and motivator	YES	

