

JOB DESCRIPTION

Job Title	Seasonal Retail Assistant
Hourly Rate	Minimum wage
Contract Type	Saturday & Sunday 11am – 5pm
Reports to	Zoo Manager

Main Purpose of Job	To support the Retail Assistant, delivering excellent customer service to all our zoo visitors. Dealing with all admissions and enquires, experience bookings, ensuring that the gift shop is fully stocked and presentable and all customer areas are clean and tidy.
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Main Duties and Responsibilities:
<ul style="list-style-type: none">• To provide excellent customer service to all zoo visitors.• Dealing with cash and card payments.• Cashing up and recording till takings on a daily basis.• To deal with admissions, experience bookings and all other enquiries efficiently and effectively.• To serve customers in our Gift Shop.• To ensure the Gift Shop is fully stocked at all times and items are displayed for maximum impact.• To price products correctly.• To ensure stock is rotated and stored correctly.• To complete regular stock takes and places orders where necessary.• To ensure all areas under the Gift Shop remit are clean and tidy at all times, following health and safety protocols.• Undertake training as required – determined by the Employee Development Appraisal process.• Undertake any other duties deemed necessary by the Zoo Director in line with the responsibilities of this role.

Other Requirements:
This position is PAYE and therefore paid hourly. The position is to work Saturday and Sunday, 11am to 5pm. Flexibility is required to help cover staff holidays and sickness.

WILD DISCOVERY
— RIBBY HALL VILLAGE —