

## JOB DESCRIPTION

<b>Job Title</b>	Retail Assistant
<b>Hourly Rate</b>	£11.50
<b>Contract Type</b>	Saturday & Sunday
<b>Reports to</b>	Zoo Manager

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

<b>Other Requirements:</b>
This position is PAYE and therefore paid hourly. The working day start time is 10am and the finishing time varies throughout the year depending on the seasons. November through to March finishing time is 4.30pm, from April to October finishing time is 5.30pm. The position is to work Saturday and Sunday. Flexibility is required to help cover staff holidays and sickness.