



Job Title:	Customer Experience Specialist
Department:	Retail
Reports to:	Retail Manager
Principle Working Relationships:	Retail Assistants, Retail Supervisors, Retail Manager

Inspire and Engage everyone to experience the joy of creating and living in beautiful outdoor spaces

The Role

This role is designed for a candidate who is enthusiastic and passionate about customer service and sales. As a Customer Experience Specialist you will be focusing on engaging with customers, understanding their requirements, offering tailored solutions, and guiding customers through the sales process. You will act as a brand ambassador, representing Chessington Garden Centre with professionalism and integrity, while ensuring customer satisfaction.

This is a full time role, working flexibly on variable hours each week, to suit the business need. This will include weekend work.

The ideal candidate needs

- A genuine passion and dedication for delivering exceptional customer service, ensuring a positive experience that encourages customer loyalty.
- Is outgoing, confident, fun and able to engage with customers in a fun and exciting way.
- Exceptional communication skills to engage with customers effectively, to understand their needs, and convey product/service information persuasively.
- A solid understanding of sales principles and techniques, to help identify opportunities and overcome objections, while maintaining a customer focused approach.

Responsibilities

- Provide expert guidance and recommendations to customers on products or services based on their needs, preferences, and budget.
- Engage with customer via multiple communication channels, to assist them with inquiries, orders, and concerns promptly and effectively.
- Ensure the customer journey is as engaging and enjoyable as possible, whilst making the customers feel valued.
- Develop a deep understanding of our product and service offering, staying up to date on our product range, benefits, pricing, and promotions to ensure you effectively advise customers.

- Assist customers throughout the sales journey, from the initial enquiry to post-purchase support, including order processing and payment assistance.
- Build and maintain strong, trust-based relationships with customers, fostering loyalty and repeat business through personalised service and follow-up.
- Collaborate with sales, marketing, and other departments to ensure a seamless customer experience, sharing insights to improve processes and offerings.

Benefits

- Staff discount throughout the store; including restaurant and Farmshop
- Work life balance
- Company Pension
- Free parking on site
- Employee Assistance Programme
- One day off for your birthday after 2 years' service

If you are interested in this role, please complete the [application form on our website](#). We will be in touch if you are short listed. *Only shortlisted candidates will be responded to.*

