



Job Title:	Pet Care Sales Assistant
Department:	Retail
Reports to:	Retail Supervisor
Principle Working Relationships:	Retail Assistants Till Operators Retail Managers Till Supervisors

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

The Role:

This is a full-time role reporting to the Pet Centre Manager. You will be responsible for:

- Supporting the Pet Centre team with customer service including fish & reptile sales.
- Maintaining the Centres cold water sections including koi, gold fish and other pond fish.
- Helping and giving advice to all levels of customer from beginner through to experienced hobbyists.
- Ensuring all relevant paperwork is completed to comply with CITES requirements and company policies and procedures.
- Ensuring all work is carried out in accordance with current legislation and company policies and procedures.
- Be able to work to deadlines and schedules.
- Providing support in other areas of the business when needed.

The ideal candidate:

- You must be well presented, outgoing and friendly.
 - You will be able to demonstrate a good knowledge of cold water fish including koi, gold fish and other pond fish.
 - You should be willing to work with reptiles including snakes & bearded dragons.
 - You must be able to work as a team member in a busy Pet Care Department.
 - You must be able to use your own initiative.
 - You must be a good communicator and be able to achieve high quality customer care.
- The Responsibilities**

- Working with the team to provide excellent customer service and sales advice
- Be the first line of support for customer enquiries on the shop floor, by phone and occasionally by email
- Ensure stock levels are maintained and displays appear full. This will include unpacking new stock, cleaning and merchandising.
- Feeding ,cleaning and general maintenance of the Tropical fish, exotics (snakes, lizards, spiders etc) and Pet Care
- Daily care of the department including cleaning and ensuring promotional materials are correct and up to date
- Stock rotation and managing of dates of products
- Putting away deliveries and pricing new products You may be required to operate the tills; this will include handling cash, card and voucher transactions
- Processing customer orders including taking accurate delivery details and communicating this information with the appropriate manager
- You may be required to support other areas of the business as required

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
- Working alongside like-minded individuals in a fun but professional environment of a family-run business
- Salary from £6.40 per hour to £11.44 per hour depending on age.

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.*

