



## Job Description for: Sales Assistant

**Outline** Responsible for picking and packing online orders and providing sales assistance to customers in The Glasgow Scout Shop as well as assisting the Scout Shop Team Leader with the general running of the Shop.

**Responsible to** Scout Shop Team Leader

**Hours of Work:** As required.

Main tasks of role

- Process, package and dispatch mail, internet and telephone orders received in The Scout Shop.
- Assist walk-in customers to find what they are looking for.
- Operate the cash desk.
- Check stock deliveries from suppliers.
- Tidying of the Scout Shop and other areas of the building at 21 Elmbank Street.
- Assist with merchandising of the Shop stock.
- Provide a high level of customer service at all times.
- Such other tasks as may be reasonably requested by the Scout Shop Team Leader.

Signed: \_\_\_\_\_

Applicant.

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Clyde Scouts.

Date: \_\_\_\_\_

**Clyde Scouts**

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Glasgow  
G2 4PB

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 @ClydeScouts

## **The person**

### Skills and Attributes

- Confidence to manage own workload.
- Able to communicate effectively both orally and in writing.
- Communicate effectively with people at all levels within and outside of Scouting.
- Ability to multi-task and work well under pressure.
- Ability to work as part of the wider team but also on own initiative.
- Excellent attention to detail, ensuring quality and consistency is maintained at all times.
- IT literate.

### Knowledge and Understanding

- Working knowledge of the retail industry.
- Understanding of the aims and ethos of the Scout Movement.
- Knowledge of outdoor clothing and equipment products.

### Essential skills and experience

- A proven record of being customer focussed and delivering outstanding customer service.

### Values and Personal Qualities (including our approach)

- Excellent communicator.
- Enthusiastic and motivated.
- Want to maintain an up to date knowledge of products and Scouting and take a proactive approach to self-development and performance improvement.