



TORBAY COAST AND COUNTRYSIDE TRUST JOB DESCRIPTION

TITLE:	Customer Service Assistant
REPORTS TO:	Retail Supervisor
SALARY:	National Minimum Wage
HOURS:	Various to cover 7 day shop opening
SUPERVISION/LINE MANAGEMENT OF:	N/A
PRIMARY ROLE:	To provide a passionate, friendly and exemplary service to the customers of Ocombe Farm Shop.
MAIN RESPONSIBILITIES:	<ul style="list-style-type: none">• Provide an exceptional service by prioritising our customers at all times, offering a friendly and enjoyable shopping experience.• Hold a high level of product knowledge to support our customers in making informed purchases.• Share personal passion of food to create an inspiring atmosphere within the shop.• Process payments using EPOS till, handling cash and card payments.• Complete stock replenishment efficiently whilst being aware of surroundings and customers.• Support the shop to reduce wastage levels through stock rotation, date checking and awareness of stock levels.• Ensure the shop maintains a high level of cleanliness at all times, holding an awareness of safety hazards as your work.• End of day duties, including cleaning and tidying.• Report health and safety hazards and incidents to a Supervisor or Manager• Support café kiosk and other Ocombe Farm departments when required• Recognise security risks through vigilance and awareness.
OTHER:	<ul style="list-style-type: none">• Some lifting, using equipment, exposure to varying noise levels.

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**Person Specification
CUSTOMER SERVICE ASSISTANT**

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	N/A	H&S training Customer Service NVQ
EXPERIENCE	N/A	Previous retail experience Previous customer service experience
KNOWLEDGE	<ul style="list-style-type: none"> • Basic food knowledge • Basic health and safety understanding 	Food hygiene Allergen COSHH
SKILLS	<ul style="list-style-type: none"> • Excellent customer care skills • Communication skills • Organisational skills • Ability to work as an effective team member • Attention to detail 	Operating tills
DISPOSITION	<p>Personable and friendly with a flexible approach to work. You will have a passion for inspiring people and delighting our visitors.</p> <p>You will act as an ambassador for Occombe Farm.</p>	