**Job description**

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| **Job title:** | Visitor Experience Retail Assistant | | |
| **Department:** | Visitor Experience and Commercial/ Retail | **Contract type:**  **(i.e. permanent, temporary, fixed term, contract)** |  |
| **Reporting To:** | Retail Services Manager | **Hours per week:** |  |

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| **1. Main Job purpose**  To provide a first-class customer service to York Museums Trust’s visitors, in person at our sites across the city. Welcoming and assisting all visitors with their needs.  To create and maintain a well stocked, clean and attractively merchandised shop.  To accurately processing and receive deliveries of stock, pricing lines for sales.  To be proactive and interactive in achieving sales targets with the aim of achieving profit**.** |

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| **2. Principal accountabilities & tasks**  **Customer Services**   * Ensure that all of YMT visitors have a great experience by creating a friendly and positive shopping environment. * Helping visitors to orienteer within YMT sites. * Responsible for the day to day running of the retail outlet. * Advising customers and dealing with there queries providing product information. * Resolve customer complaints to ensure we can recover service turning negatives into positive experience. * Process transactions accurately and timely whether dealing with school groups or selling high end ceramics. * Meet sales targets. * Comply with Health and Safety regulations to ensure the retail areas are safe for visitors and staff.   **Stock Management**   * Maintain excellent product knowledge so that customers can be fully informed including specialist stock knowledge where required e.g. CoCA shop or Kirkgate Sweet Shop. * Carry out stock monitoring and replenishment on the sales floor and in the stock rooms. * Accurately process and receive deliveries which can vary from one box to a pallet from numerous different suppliers. * Keep accurate records of stock and deliveries, report any errors or discrepancies. * Rotate stock regularly applying a first in first out principle. * Work with Retail Co-Ordinators to process stock audits as required to monitor stock holding and stock loss. * Follow procedures for recording damages and in house stock transfers. * Ensure stock loses are minimal by maintaining a high level of awareness and alertness.   **Visual Merchandising**   * Maintain clean and tidy displays. * Create visually appealing displays which are merchandised to a high standard to encourage sales.   **Administration**   * Complete daily till opening and closing procedures. * Carry out audited control of income. * Ensure that pricing and product information it is clear, concise and accurate completing price changes as required.   **Other duties**   * Share knowledge and expertise with new staff members. * To work professionally independent of day to day supervision. * Have up to date knowledge of admissions ticketing and membership in order to process when required during busy periods. * Promote and develop equality and diversity in line with YMT Equality Statement. * Other duties may be required from time to time which are consistent with the grading of this post. |

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| **3. Key Performance Measures & Objectives**   * Sales performance targets are met. * High level of customer satisfaction achieved, monitored through customer feedback. |

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| **4. Key responsibilities e.g. budget, staff, etc**   * Shops are clean, organised and well presented in keeping with YMT standards. * Deliveries are processed accurately and stock loss minimised to ensure maximum profit. * Stock rooms are organised methodically, and stock is rotated. |

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| **5. Knowledge, skills & behaviours**  **Essential**   * Understanding of how to use Retail Epos Systems. * Ability to multitask and to work in fast paced environment. * Methodical in approach to tasks. * Accurate numeracy skills. * Visual merchandising skills to create appealing displays. * Customer service and excellent communication skills. * Friendly and approachable demeanour * Team player * Understanding of sales figures and ability to react appropriately   **Desirable**   * Interest in working for a historic venue. * Specialist knowledge of appropriate YMT-specific products e.g. Art, History. * Understanding of sales figures and ability to react appropriately |

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| **6. Qualifications and/or work experience**  **Essential**   * Experience in cash handling. * Experience in customer service. * Proven ability to upsell.   **Desirable**   * Experience of working for a historic venue. * Experience of working in a customer service role. |