

**Job Profile
Sales Assistant**

Job Purpose: To provide a professional, consistent, and outstanding level of customer service to the customers of BALTIC Shop, online shop and other retail activities

Key Outputs and Accountabilities

To assist with maximising retail sales performance by adopting a friendly and proactive approach to customer contact and sales opportunities.

To replenish stock to maximise sales and to maintain shop floor presentation.

To maintain a thorough knowledge of all retail stock in store and online, including availability, pricing and special promotions.

To record all retail transactions through the efficient and proper use of electronic point of sale equipment.

To assist with undertaking daily reconciliation and preparation of cash income for banking, and to maintain established audit controls and other retail related administrative records and controls.

To assist to undertake the audited control of retail stock, including undertaking stock checks and checking-in stock deliveries.

To assist with achieving the highest standards of shop cleanliness and presentation.

To assist the Shop Manager and Sales Supervisor with measuring and understanding customer feedback to benefit sales and opportunities for product development.

To maintain an awareness of BALTIC's programme of exhibitions, activities and events.

To assist with the delivery of shop related events and activities, including exhibition previews.

To maintain a thorough and practical knowledge of emergency procedures in relation to the shop.

To assist with customer orders and online order enquires.

To undertake any other duties commensurate with the level of the post, as may be reasonably required.

Person Specification

Essential

Previous comparable experience.

A thorough understanding of front-line retail practice, including merchandising and use of EPOS systems.

Commitment to the delivery of the highest possible standards of customer service.

Excellent communication skills.

Good team working skills.

Desirable

An appreciation and knowledge of contemporary art.

Second language (conversational level).

Current first aid certificate or emergency aid training.

Training in access issues, e.g. disability awareness.

Accredited customer care training.

Reports to: Shop Manager

Direct reports: None

Rate of Pay: £12.00 per hour