

## **JOB DESCRIPTION**

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**Title:** Retail Sales Assistant

**Reports to:** Retail Manager

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#### **Main purpose of the job**

Royal Opera House retail offers a range of products relating to opera, ballet and music as well as gifts, clothing and accessories, inspired by our art forms and heritage.

The Retail Sales Assistants provide first-class service to customers visiting Covent Garden and through online sales, whilst maximizing sales.

#### **Main Responsibilities**

- Provide excellent face to face sales and support service to all customers, with
  - Accurate, professional and efficient service
  - High level of customer care and responsiveness
  - An effective contribution to the team sales target
  - Good product knowledge and understanding
- Accurate and efficient handling of all point of sale transactions, either cash or card payments, and reconciliations, working to the Royal Opera House Shop service standards for all orders and transactions
- Advise customers and process orders received by phone, mail and website – special order of goods not in stock, passing order to relevant person, processing order when goods delivered on site
- Work to given guidelines to manage stock maintenance, filling shelves and display of merchandise
- Stocktaking – manual counting in stock takes as directed
- Provide support to team with opening and closure of the retail spaces, with security awareness and general vigilance

- Maintain high standard of house-keeping in all shop and storage areas in accordance
- Able to respond positively to feedback and support a culture of continuous improvement

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience**

#### *Retail Sales*

- Strong retail experience with a good track record in sales
- Experience of making an effective contribution to a proactive sales environment
- Numeracy and accuracy in cash handling, reconciliation, order processing and stock taking
- Ability to manage own time effectively and use initiative as the role requires
- Commitment to delivering a high standard of work
- An interest in developing product knowledge and promoting the range of Royal Opera House retail products

#### *People Skills*

- Confident, helpful manner and consistent high level of customer care and service
- Teamwork capability and reliability
- Diplomacy and ability to communicate with a broad range of people
- A high standard of verbal and written English
- Honesty and high level of integrity

#### *Job Requirements*

- Must have availability to work as scheduled during weekdays, evenings and weekends
- Professional and tidy appearance
- Reliable attendance

*Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*