



JOB DESCRIPTION

Job Title: Retail Assistant	Reports to: Retail Team
Division: Acorn	Contract: Zero Hours (will include weekends)
	£8.32 per hour

Job Purpose:

To work as a member of a team of Retail Assistants within Acorn Enterprises. To assist in the selling of items as part of Reuse, bedding plants, timber products and sundries to the general public.

Principal duties:

- To provide a professional and courteous service to customers at all times ensuring that work is always conducted within relevant policies and regulations.
- To provide information and advice to customers on products, Acorn Enterprises and JET.
- Serve customers on the till effectively and efficiently
- Assist shoppers to find the goods and products they are looking for
- Processing cash and card payments
- Restocking shelves on a regular basis
- Cleaning and Sorting items that have been donated through Reuse
- Pricing and Labelling items for sale
- Assisting the unloading of items from the Reuse Centre
- Assisting customers with loading items into their vehicles
- Report discrepancies and problems to the supervisor
- Keeping shop tidy and clean
- Assist customers on the phone with their enquiries in a courteous manner
- Work with other team members.
- To read and adhere to the policies and procedures within the work place, including Health and Safety and equality and diversity.

Knowledge and Experience Required:

- Customer service skills
- Excellent communication and interpersonal skills
- Numerate and able to accurately record figures.
- Comfortable working with members of the public.
- Should have a confident manner and be able to work unsupervised.
- Must be helpful and polite.
- Some horticultural plant knowledge would be desirable
- Able to work as part of a sales team
- The role will involve manual handling and some heavy lifting (training will be provided)
- Flexibility to work in all retail areas (cleaning, pricing, moving stock, till work and customer service).
- This job description will be subject to review and alteration in the event of any future developments within JET.

The Jersey Employment Trust (JET) is a charitable organisation whose primary aim is to assist people with a disability and/or long term health condition to find and sustain open employment. JET is based over three sites; The Oakfield Building situated on the Highlands College campus, the horticultural nursery at Acorn Enterprises in Trinity and job club and training room at Kensington Chambers on Kensington Place, St Helier. For further information see www.jet.co.je

**Jersey Employment Trust
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