

Store Assistant

Pets & Friends Chaddesden | Chaddesden, Derby DE21 6PE

We are recruiting for a Weekend Store Assistant for our Pets & Friends Chaddesden store.

Do you have previous retail sales experience and confident in upselling through excellent communication and product knowledge? Are you able to work in a fast-paced environment? Are you passionate about pets?

We are recruiting for a Store Assistant to join our team in Chaddesden. You will be joining a friendly, welcoming but hard-working team.

Pay Rate

£12.71

Contractual Hours

8 hours on site in store

Job Duties:

- **Sales:** Responsible for promoting and selling products such as pet food, accessories, toys, and grooming supplies. This involves actively engaging with customers, upselling or cross-selling products, and processing transactions.
- **Customer Service/Assistance:** Helping customers find products suitable for their pets, offering advice on pet care, nutrition, and health. This could also involve handling complaints.
- **Stock Management:** Ensuring that shelves are well-stocked, neatly organised, and products are correctly priced. This may involve restocking shelves, receiving deliveries, and booking in deliveries.
- **Pet Care:** Assisting customers with questions about pet care, including advice on at home grooming, basic training, and general well-being of pets.
- **Store Maintenance:** Keeping the store clean, tidy, and presentable. This includes tasks like sweeping floors, dusting shelves, and maintaining a welcoming environment for customers and their pets.
- **Knowledge of Products:** Staying informed through Myagi and self-motivated learning, such as product suppliers and Pet Industry publications, about the latest products, pet trends, and industry developments to provide accurate information and recommendations to customers.
- **Promotions and Events:** Wholeheartedly participating in promotional events, sales campaigns, and pet-related activities to attract customers and increase sales.

Required Skills:

- **Customer Service:** Excellent interpersonal and communication skills are essential for assisting customers effectively and providing exceptional service.
- **Sales Skills:** Ability to persuade and influence customers, upsell or cross-sell products, and meet sales targets through effective communication and product knowledge.
- **Teamwork:** Collaboration with colleagues to maintain store operations, assist customers, and achieve common goals.
- **Attention to Detail:** Being meticulous in maintaining product displays 'packet perfect', pricing accuracy to uphold store standards.
- **Computer Literacy:** Basic proficiency in till systems and Myagi to ensure continuous professional development.

Desirable Skills:

- **Product Knowledge:** A good understanding of our range of pet products, including pet food, accessories, toys, and grooming supplies.
- **Pet Care Knowledge:** Basic knowledge and understanding of pet care, including nutrition, health, grooming, and behaviour.
- **A Growth Mindset:** At Pets C Friends, we pride ourselves on promoting from within. We believe in retaining our best talent by offering promotions, training and development which includes accredited courses.

Benefits

- Cycle to work scheme
- Training & Development available
- Workplace Wellbeing Initiatives
- A fantastic Employee Assistance Program for all our employees which gives great access to counselling
- GP service, lifestyle, and wellbeing advice.
- Staff Discount
- Pet Bereavement Leave
- Long Service Awards
- Financial planning and wellbeing advice through Stream
- Free on-site parking
- On-site parking
- Long service voucher and certificate rewards
- A day off for your birthday
- Travel loan scheme

Our Values

Pets come first - The expert knowledge we give and the products we recommend will always put the wellbeing of pets first

Love our customers – We aim to delight pets and their owners in all interactions

Do the right thing – We build our reputation on honest and thoughtful actions with colleagues, customers and their pets

Be your best – Give great advice and service and take every opportunity to improve our knowledge and skills

Win as a team – We work together to achieve our goals and support each other to excel

Email pafvacancies@psrtrading.co.uk to apply