Store Assistant

Pets & Friends Gamston | Nottingham NG2 6PS

We are recruiting or a Weekend Store Assistant (16 - 18 years old) for our Pets & Friends Gamston store. You will be joining a friendly, welcoming but hard-working team.

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?

Pay Rate	**Contractual Hours**
£8 per hour	8 hours per week 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
- On-site parking
- 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