

Job Title: Store Assistant

Hours: 12 hours per week

Location: Pet & Friends, Wollaton

Reports to: Store Manager

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 Sales Advisor to join our team in Wollaton. You will be joining a friendly, welcoming but hard-working team.

Job Duties:

1. **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.
2. **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.
3. **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.
4. **Pet Care:** Assisting customers with questions about pet care, including advice on at home grooming, basic training, and general well-being of pets.
5. **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.
6. **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.
7. **Promotions and Events:** Wholeheartedly participating in promotional events, sales campaigns, and pet-related activities to attract customers and increase sales.

Required Skills:

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

Head Office: Pets & Friends, Ambleside, Gamston, Nottingham, NG2 6NQ

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Registered in England No:10987262. VAT no.278 4383 61. Registered address: Pedigree House, Ambleside, Gamston, Nottingham, NG2 6NQ

Desirable skills:

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