



Store Assistant - Weston Favell

Job Title: Store Assistant

Hours: 15 hours per week Monday to Sunday (5 over 7)

Pay: £12.71 per hour

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 Walsall. You will be joining a friendly, welcoming but hard-working team.

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 & 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
- Employee discount
- Free parking

Work Authorisation:

- United Kingdom (required)

Work Location: In person