



## Aberdeen Football Club Job Description

<b>Name:</b>	
<b>Job Title:</b>	Retail/E-commerce Sales Assistant
<b>Line Manager:</b>	Assistant Retail Manager
<b>Date Started:</b>	
<b>Overall Purpose of Job:</b>	
The overall purpose of this role is to provide high class customer service and to increase sales. You will spend majority of your time working in our busy E-commerce department.	
<b>Main Responsibilities/Description of Duties:</b>	
<ul style="list-style-type: none"> <li>Processing Orders and making sure they're being sent to the Correct Address</li> <li>Greeting, acknowledging, and assisting customers who enter the shop.</li> <li>Be involved in stock control and management.</li> <li>Being responsible for processing cash and card payments/ cashing up tills</li> <li>Answering queries from customers. This includes shop, telephone or email.</li> <li>Reporting discrepancies and problems to the supervisor.</li> <li>Giving advice and guidance on product selection to customers.</li> <li>Dealing with customer refunds.</li> <li>Keeping the store tidy and clean, this includes hoovering, mopping etc.</li> <li>Responsible dealing with customer complaints.</li> <li>Working within established guidelines/ensuring daily checklists are being completed.</li> <li>Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.</li> <li>Receiving and storing the delivery of stock.</li> <li>Any other job deemed necessary for the smooth running of the retail operation.</li> <li>Processing Orders and making sure they're being sent to the Correct Address</li> </ul>	
<b>Person Specification: Experience/Qualifications/Training/Personal Qualities</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>Having a friendly and engaging personality.</li> <li>Comfortable working with members of the public.</li> <li>Should have a confident manner.</li> <li>Must be helpful and polite.</li> <li>Assistants will be on their feet for most of the day and may be required to lift large amounts of stock.</li> <li>Able to work as part of a sales team.</li> <li>Should be of a smart appearance and articulate.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>Previous retail and e-Commerce experience with a strong understanding of packaging and processing orders.</li> <li>Clean drivers' licence.</li> </ul>
<b>Signed by Employee:</b>	<b>Signed by Line Manager:</b>
<b>Date:</b>	<b>Date:</b>