



Aberdeen Football Club Job Description

Name:	
Job title:	Retail Assistant
Line Manager:	Retail Manager
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
The overall purpose of this role is to provide high class customer service and to increase sales.	
Main Responsibilities/Description of Duties:	
<ul style="list-style-type: none">• Greeting and acknowledging customers who enter the shop.• Be involved in stock control and management.• Assisting shoppers to find the goods and products they are looking for.• Being responsible for processing cash and card payments.• Answering queries from customers. This includes shop, telephone or email• Reporting discrepancies and problems to the supervisor.• Giving advice and guidance on product selection to customers.• Cash handling and cashing up tills.• Dealing with customer refunds.• Keeping the store tidy and clean, this includes hovering, mopping etc.• Responsible dealing with customer complaints.• Working within established guidelines/ensuring daily checklists are being completed• Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.• Receiving and storing the delivery of large amounts of stock• Keeping up to date with special promotions and putting up displays.• Any other job deemed necessary for the smooth running of the shop <p><i>Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.</i></p>	
Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential: <ul style="list-style-type: none">• Having a friendly and engaging personality.• Comfortable working with members of the public.• Should have a confident manner.• Must be helpful and polite.• Assistants will be on their feet for most of the day and may be required to lift large amounts of stock.• Able to work as part of a sales team.	Desirable: <ul style="list-style-type: none">• Previous retail experience with a strong understanding of selling techniques.• Clean driving license



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<ul style="list-style-type: none">• Should be of a smart appearance and articulate.	
Signed by Employee:	Signed by Line Manager:
Date:	Date: