

## **JOB DESCRIPTION**

### **Shop Assistant – Fixed Term Contract**

#### **Purpose**

To provide the highest level of customer service and visitor management and to help maximise retail selling opportunities

#### **Responsible to:**

The Shop Assistant is responsible to the Craft Enterprise Manager

#### **Key Areas of Responsibility:**

##### **Customer Service and Sales**

- Achieve the highest level of customer care, ensuring the visitor experience exceeds expectations at all times
- Maximise retail selling opportunities through craft, 'Bought-in' merchandise and exhibition sales
- Communicate the Guild's vision and status as an educational charity for increasing the understanding, appreciation and enjoyment of contemporary craft

##### **Member Care**

- Provide excellent customer service to Members and other suppliers
- Develop insight and understanding of Members' work, craft processes and general craft sector knowledge and industry trends
- Actively promote the Craftshelf project (training will be provided)

##### **Operational**

- Prepare the shop for business each morning and secure the shop and courtyard at the end of each day
- Process incoming and outgoing stock from Members, ensuring that goods are checked, correctly recorded by the accurate completion of all documentation and incoming stock is labelled accurately
- Price and label 'Bought-in' goods under instruction
- Wrap and package stock for collection by customers or suppliers, or for post or delivery by couriers
- Assist with the merchandising and display of stock
- Assist with stock control and stock taking

- Manage commissions and customer orders
- Provide an enquiry response and booking service for the workshops, events and exhibitions programme
- Answer and resolve, or forward as appropriate, telephone enquiries (weekend shop staff have sole responsibility for taking calls at the weekend)

### **Financial**

- Follow defined financial procedures and processes using EPOS (Electronic Point of Sale) and AMS (Artist Management System)
- Carry out Own Art Applications  
(Training for EPOS, AMS, and Own Art will be given)

### **Exhibitions and Demonstrations**

- Support shop-led demonstrations, events and curated exhibitions
- Assist, where appropriate, with exhibition changeovers

### **People**

- Be a team player, with an all-round approach to store responsibilities about service and day-to-day operational tasks
- Support in-house training for new staff and work experience students
- Work closely with and, when appropriate, supervise shop volunteers

### **General**

- Maintain high standards of display, presentation, and cleanliness at all times throughout the shop and exhibition areas
- Ensure all Guild policies are adhered to and health and safety practices and procedures followed
- Undertake other reasonable duties as may be allocated from time to time by the Craft Enterprise Manager or senior management

## **Person Specification**

### **Essential skills**

- Previous retail experience
- Excellent customer service and sales skills
- Energetic and passionate about interacting with clients and building relationships
- An interest in contemporary craft
- Self-motivated as well as a team player
- Quick learner able to build a strong, comprehensive knowledge of our brand, Members and products
- Excellent verbal and written communication skills
- Strong organisational, numeracy and computer skills
- A level headed approach with the ability to work under pressure

### **Desirable skills and characteristics**

- Good presentation skills and attention to detail
- Visual Merchandising knowledge – practical display creation and handling craft/artwork
- Experience of working with EPOS systems or with financial reports

### **Key Competencies**

The Devon Guild of Craftsmen uses a competency framework for devising job descriptions, as a diagnostic tool at interview, for carrying out Development Needs analyses and undertaking appraisals and professional development plans.

The key competencies associated with this role is attached.