OUR VISION – THE WORLD'S MOST TRUSTED VAPING BRANDS

JOB DESCRIPTION

RETAIL ASSISTANT

Reports to – Duty Manager

Job Overview

To generate sales in Vapouriz stores by delivering excellent customer service, optimise cross and up sell opportunities and keep the store clean and looking smart.

40.5 hrs per week – Monday to Sunday

Main Duties and Responsibilities

- Be the welcoming face of Vapouriz to customers and generate sales by making recommendations on products and upselling
- Deliver exceptional customer service to all customers, ensuring their needs are met when possible
- Work with management and colleagues to build a customer-focused, sales driven team
- Be aware of the sales target and actively contribute to achieving store goals and targets
- Deliver customer feedback and observations to the management team
- Communicate daily and weekly sales performance to the management team
- Ensure the highest standards of cleanliness in the store, kept neat and tidy and that the store is easy to navigate for customers
- Support the aims and ethos of Vapouriz, setting a good example in terms of dress, behaviour, punctuality and attendance
- Promote and ensure the good reputation of Vapouriz and its individual divisions
- Adhere to all company policies and procedures within the defined timescales
- Undertake any other tasks which can be reasonably expected in relation to the role

PERSON SPECIFICATION

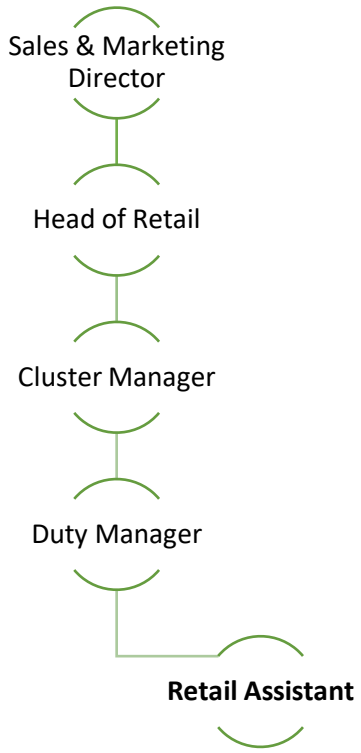
KNOWLEDGE, SKILLS AND EXPERIENCE

- Committed to delivering excellent customer service
- Sales driven
- Presentable and approachable
- Good problem-solving skills
- A self-starter, with a positive can-do attitude
- Well organised
- Good time management skills
- An interest in the vaping industry

PERSONAL QUALITIES

- Building trust by role-modelling ethical behaviour, applying principles and values consistently in decision making
- Demonstrate honesty when dealing with others and take responsibility for your actions
- Show courage to speak up and skilfully influence others to gain buy-in
- Recognise areas for development and proactively seek opportunities to further your personal learning and development
- Demonstrate curiosity and make the most of opportunities to learn, improve and innovate individually, as a team and within the company
- Work collaboratively with colleagues to build team spirit and purpose
- Show a keen interest in the organisation, its goals, performance and external influences
- Have a commercial mindset and demonstrate cost consciousness
- Remain committed to your learning and development by setting realistic goals and how your contribution has impacted your colleagues and the wider business
- Apply agreed procedures and policies and available sources of evidence to make choices
- Able to make effective and pragmatic decisions or choices based on the specific situation or context
- Be open and committed to change in the business

Please refer to level 7 on the Vapouriz company framework in relation to competencies associated with this role



Ethical Practice

- Standard - Building trust by role-modelling ethical behaviour, applying principles and values consistently in decision making
- Demonstrate honesty in dealing with others and take responsibility for your actions

Professional courage and influence

- Standard - Showing courage to speak up and skilfully influence others to gain buy-in
- Recognises areas for development, seeking support when needed to rectify and improve

Valuing People/Inclusiveness

- Standard - Creating a shared purpose and enabling people development, equality, voice and well-being
- Work collaboratively withcolleagues to build teamspirit and purpose.

Commercial drive

- Standard - Using a commercial mindset, demonstrating drive, and enabling change to create value
- Show a keen interest in the organisation,its goals, its performance and external influences. Demonstrate that you are cost conscious in your work.

Committed to learning and developing

- Standard - Demonstrating curiosity and making the most of opportunities to learn, improve and innovate individually, as a team and within the company
- Demonstrate a proactive approach to developing your professional knowledge, skills and experience

Situational decision making

- Standard - Making effective and pragmatic decisions or choices based on the specific situation or context
- Apply agreed procedures and policies and available sources of evidence to make choices. Be open to new information and changing circumstances.