

## **Store Administrator Job Description**

### **Main Purpose:**

To work as Store Administrator, providing comprehensive administrative support for the Store.

### **Relationships:**

Responsible to: Store Management

Liaison with: Customers, Suppliers, All Stores, Head Office and Warehouse colleagues, Directors

### **Main tasks of job:**

#### **Store Administration duties:**

- Work as part of the Retail Team supporting Retail
- Answering the telephone in a timely polite manner resolving general store enquires where possible
- Responding to customer and store email enquiries
- Producing ad hoc reports whenever requested

#### **Market Focus**

To work with Management, to know the business, promote best sellers, make best use of space, and be aware of local influences/competitors.

- Maximising store profitability by the promotion of key margin lines whilst exceeding sales targets.
- Creating an exciting environment to maximise every customer visit.
- Actively promoting the marketing brief and the standards of "Store of Excellence" as instructed.
- Committing to the company "Personal Fit " programme and its successors.
- Reducing both external and internal shrinkage to a minimum

#### **Customers**

To demonstrate a personal dedication to excellent customer service as a standard to be upheld in the store. Seeks to continuously improve the level of customer Service provided.

- Full commitment to the company "Five Star" service contract with our customers.
- Control of the store desk diary to ensure that customer appointments, messages and enquiries are dealt with speedily and professionally.
- To ensure that customers are served courteously and efficiently and that problems and complaints are dealt with effectively.
- Exciting customers to return regularly to the store.

#### **Colleagues**

To contribute to the development and maintenance of good team spirit so that there is a good working environment.

- Ensuring that the company's equal opportunities and non discriminatory policies are adhered to at all times
- To maintain clear lines of contact with all colleagues.
- To carry out duties given to you to ensure the smooth running of the Store.
- Encouragement of a proactive expectation to exceed previous performance throughout your team.
- Giving clear objectives, daily tasks, targets and sectional responsibilities to staff.

#### **Company Stock**

Ensure that stock is on sale, priced, tagged, filled out and rotated. To work within company merchandising guidelines and timescales, to ensure the effective merchandising of products contributing to sales opportunities.

- To assist with the company stock checks in accordance to written instructions.
- To carry out regular “in store” high value stock checks.
- To ensure that all deliveries, documentation, and returns are dealt with in an accurate and prompt manner.
- Control of stock mix within the company-buying plan.
- Reduction of shrinkage by a personal awareness of security.
- The promotion of an awareness of security standards throughout the store.
- To ensure that stock is stored in a safe and secure manner at all times.
- To maintain a standard of care with all company stock
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### **Company Systems**

A full and up to date awareness of current company procedures and systems of control is to be maintained at all times.

- To assist the Manager with administration of the store in line with company procedures.
- To adhere to company procedures.
- To keep up to date with procedure amendments

### **Security**

To ensure the security and safety of people (customers, staff, visitors) cash, stock and the premises to minimise losses and incidents.

- To ensure that store security is protected at all times.
- To maintain a “safe procedure” in line with company health and safety rules in case of personal attack.
- To immediately advise your Manager, or in his/her absence, head office of any breach of security.
- To promote an awareness of the importance of security with all colleagues.

### **Legislation**

You are to support the company in its application of government legislation in its operations.

- To be personally aware of current legislation via Company Internet, company documentation and manuals, and personal reading.
- To support the company to work within current legislation.

### **Health and Safety**

You are to assist your Manager and ensure all daily, weekly and quarterly checks are carried out carry out as required by Health and safety legislation.

- To be personally responsible for regular checks, fire alarm tests, evacuation drill and fault reports for the store.
- To log actions as listed in the Managers H&S Handbook and Company H&S handbook as requested by your Manager
- To keep a clean and safe working environment at all times
- To cooperate with authorised Government inspectors and Company H&S advisors at all times.
- To report any breach of H&S procedures or faults in the store directly to your manager or H&S Advisor.
- Take responsibility for own Health & Safety
- Use manual handling techniques where applicable
- Report any breaches of H&S to your Line Manager
- Take responsibility for general cleanliness within your own working area

### **Housekeeping**

Clean and tidy the store and behind the scenes to ensure high standards of housekeeping are maintained and that health and safety regulations are complied with.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives of American golf.

Job Description approved by:   Store Manager                   .....

Job Description agreed by:       Store Administrator                   .....

  Date:   .....