

## **JOB DESCRIPTION**

**Role / Title:** **Retail Sales Assistant**  
**Part time 16 hours a week**

**Reports to:** Retail Manager

---

## **MAIN PURPOSE OF THE JOB**

To make an effective contribution to the retail sales team objectives through efficient, professional and accurate sales and support service in the Royal Opera House Shop with a strong focus on customer care and interest in product knowledge

## **Key Accountabilities**

- Provide excellent face to face sales and support service to all customers, with
  - Accurate, professional and efficient service
  - High level of customer care and responsiveness
  - An effective contribution to the team sales target
  - Good product knowledge and understanding
- Accurate and efficient handling of all point of sale transactions, either cash or card payments, and reconciliations, working to the Royal Opera House Shop service standards for all orders and transactions
- Advise customers and process orders received by phone, mail and website – special order of goods not in stock, passing order to relevant person, processing order when goods delivered on site
- Work to given guidelines to manage stock maintenance, filling shelves and display of merchandise
- Stocktaking – manual counting in stock takes as directed
- Provide support to team with opening and closure of shop, security awareness and general vigilance
- Maintain high standard of house-keeping in all shop and storage areas in accordance
- Able to respond positively to feedback and support a culture of continuous improvement

## **PERSON SPECIFICATION**

### **Essential Knowledge, Skills and Experience**

#### ***Retail Sales***

- Sufficient retail experience with a developing sales track record, an arts or heritage background preferred
- Ability to make an effective contribution to a proactive sales environment
- Numeracy and accuracy in cash handling, reconciliation, order processing and stock taking
- Ability to manage own time effectively and use initiative as the role requires
- Commitment to delivering a high standard of work

#### ***People Skills***

- Confident, helpful manner and consistent high level of customer care and service
- Teamwork capability and reliability
- Diplomacy and ability to communicate with a broad range of people
- A high standard of verbal and written English
- Honesty and high level of integrity

#### ***Product Knowledge***

- Some knowledge of opera, ballet and music, and an interest in developing and promoting relevant product knowledge

#### ***Job Requirements***

- Must be able to provide reliable attendance every Saturday, plus one other day, as agreed
- A good standard of spoken English
- Professional and tidy appearance
- Reliable attendance to fulfil shift requirements

*This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*