



Retail Assistant

Main purpose of job

To create a positive and welcoming shopping experience that matches our luxury brand, and ensures our customers become loyal brand ambassadors.

Main duties

1. Customer Service:

- Greet customers warmly and provide friendly, knowledgeable assistance
- Offer expert advice on product selection, including fragrance recommendations and candle care
- Process sales transactions accurately and efficiently using our electronic point of sale system
- Handle customer enquiries and resolve any concerns promptly and professionally

2. Sales and Merchandising:

- Assist with the presentation and replenishment of stock
- Ensure the shop is clean, comfortable and well presented
- Assist with visual merchandising displays to enhance the customer experience
- Actively engage with customers to promote special offers and new product launches

3. Stock Management

- Assist with stock control including receiving and checking deliveries
- Boxing and labelling products ready for sale and completing quality control checks.

4. Other duties

- Picking packing and labelling online orders ready for dispatch.
- Participating in store opening and closing procedures.
- Creating and featuring in social media content in line with brand guidelines.
- Adhering to all company policies and procedures.

Person Specification

	Essential	Desirable
Qualifications	None	SVQ or equivalent in Retail or Customer Service
Experience	None	Working in a customer service or retail environment Using Electronic Point of Sale software Cash handling and cashing up
Skills and knowledge	Excellent interpersonal skills Exceptional Customer Service Skills Basic IT skills	Social Media and digital marketing skills Knowledge of Loch Fyne Candles brand and products
Qualities and attributes	Self Motivated Good timekeeping Genuine interest in candles and home fragrance	

Core Competencies:

- Ability to communicate effectively with a range of people
- Ability to gauge the level of support each customer desires and tailor your approach accordingly
- Ability to work alone and as part of a team
- Ability to complete and maintain accurate records
- Ability to follow documented processes and procedures