



Job Title: Middle Farm Animal Feed Shop – Retail Assistant
Part-time, Tuesdays and Fridays
Responsible to: Animal Feed Shop Supervisor

Main purpose of job

To provide a warm welcome to all visitors, and the highest possible levels of customer service and stock. To offer information and advice to customers regarding in particular poultry keeping.

Key responsibilities and requirements

- To provide accurate and appropriate information and advice to customers
- To be courteous to members of the public and fellow team members at all times
- To begin work promptly at the required time and to be appropriately dressed at all times
- To minimise business costs wherever possible and be, at all times, environmentally responsible with regard to waste and resources
- To be constantly aware of the possibility of shoplifting and, with the aid of a Supervisor, to address instances of shoplifting appropriately
- To gain the best possible level of knowledge of the animal feed products on sale as well as knowledge of the poultry for sale.
- To communicate clearly with suppliers, customers and other team members, and to always use your time efficiently and effectively

Tasks

- Welcoming customers with a smile.
- Maintaining stock levels at all times with accurate stock checks and orders – as required.
- Checking orders in, carefully pricing in-coming stock, (from invoice where necessary), rotating stock by date and promptly re-stocking shelves/displays as needed throughout the day.
- Maintaining clean, tidy and safe environment at all times for customers and fellow team members.
- Accurately entering sales on correct buttons on tills.
- Carry sacks of food out to customers cars if required. You must be physically able to lift heavy sacks.
- Feeding poultry and cleaning out the smaller poultry houses when needed
- Answering the telephone
- Advising customers on animal feed and poultry
- Other tasks as required