Dual Role – Retail Sales Assistant & Customer Care Advisor

Reports to: Store Manager and Customer Care Team Leader

This is an exciting dual working opportunity switching between our two most customer facing departments. The role will be split between you working in one of our retail stores at key times and in Customer Care in a homeworking capacity (Oct – Jan). The right person will represent the Mountain Warehouse brand and reflect the company standards of presentation, customer service, and team working ethic whilst ensuring that the customer is at the heart of everything we do.

Customer Care Advisor Specifics:

Day Shift Operating Hours: 6.30am – 10pm Monday – Friday, Saturday, and Sunday 9am – 5.30pm and will be expected to work shift patterns

What you'll be doing in Customer Care:

- Provide great Customer Care to help for our customers, at all points in the customer journey– before, during and after purchase, be it online or in store. Our aim is to make experiences & communication with us as easy and smooth as possible for our customers.
- Our customers contact us via telephone, email, live chat and Marketplace channels. Regardless of the contact channel, we always seek to get the right response, first-time, for each and every customer.
- Efficient, pro-active communicators, constantly liaising with our warehouse team, our couriers, our stores and the wider business, to deliver the best in class customer service.
- Take pride in our work and work together as a team to put our customers at the heart of everything we do which supports our fast growing, quick paced business.

Retail Sales Assistant Specifics:

Store Trading Hours: up to 9am -8pm Monday – Friday, Saturday 9am – 6pm, Sunday 11- 5pm. These hours are open to change, and you will need to be flexible within these times.

What you'll be doing in store:

- Serving customers and dealing with enquiries while creating a great shopping experience
- Processing cash, card and online payments
- Handling product returns and payment refund requests
- Promoting and upselling products based on the brands directives
- Arranging products on the shelves and on promotional displays whilst following the visual guidelines
- Unpacking and sorting new stock deliveries
- Managing product inventory at the store and liaising with other departments to ensure that the needs of our customers are met
- Maintaining a standard of cleanliness and store presentation both front and back of house
- Learning, developing and sharing your product knowledge