

ASSISTANT MANAGER

REPORTS TO: *Store Manager*

CONTEXT: Reporting to Store Management, your main responsibilities are to achieve daily targets and KPI's as set, look after customers, promote our products, work as part of a team and help eliminate unnecessary loss.

GENERAL:

- To be punctual for work each day, present on the shop floor at the time your shift starts.
- To present yourself in a neat and tidy manner in adherence with company uniform guidelines, wearing the correct uniform from your first day of employment. Uniform must only consist of Mountain Warehouse products.
- To continually learn about and become familiar with Mountain Warehouse products by attending staff training/product knowledge meetings as required by management. Self-education and initiative is expected in addition to any training provided by management.
- To maintain excellent channels of communication with your colleagues.
- To carry out additional duties not listed in this document that management may at times reasonably require.

SALES:

- To offer additional goods and services in order to make the customer fully aware of our range of products and to increase both sale value and store/individual targets.
- To record all transactions on the till; wrapping and packing the merchandise as expected. You will need to deal with cheques, credit cards and cash in accordance with company guidelines and must always make sure the customer has been given their receipt of purchase.
- To seek guidance from the managing body when a customer requires a refund or credit.

CUSTOMER SERVICE:

- To continually provide the company's highest standards of excellent customer service.
- To identify the customer's needs promptly and provide advice on relevant products.
- To respond to customer comments, pass on suggestions and refer complaints to management immediately in order to resolve matters without delay.

MERCHANDISE:

- To assist management with merchandising tasks to maximise sales capacity from the store.
- To maintain a high level of shop floor standards in accordance with company guidelines at all times through the presentation, ticketing and sizing of stock.
- To maintain shop floor stock levels at all times ensuring that all stock is in a saleable condition. Any soiled or defective stock must be reported to management with steps taken to clean or repair the stock when possible.