

Job Description: Dual Role - Sales Assistant & Customer Care

Reports to: Store Manager and Customer Care Team Leader

Context:

This role will be an exciting dual working role position; across MW in your home store and at key times in customer care in a homeworking capacity (Oct – Jan). You will represent the brand of MW in store and in customer care and reflect the company standards of presentation and customer service, and team working ethic. You will make sure that the customer is at the heart of everything you do.

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

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.

Key Responsibilities and Objectives –

Personal Requirements:

- To always put the customer first in any decision-making process and always represent Mountain Warehouse to the expectations of management, across your store and customer care.
- To support management in achieving sales and KPI targets by carrying out service and tasks to the best of your ability and actively learning on the job.
- To ensure you always have a positive and can-do attitude when working for Mountain Warehouse.
- To ensure that when you are at work you wear Mountain Warehouse uniform and lanyard so you can be easily identified by our customers and they feel you are a representative of the brand and when dealing with customers over the phone, chat or email that you always represent the brand in a professional and caring manner.

Customer Services:

- To personally provide excellent customer service, either on the shopfloor or virtually, thereby achieving a customer friendly environment in which sales are maximized and queries answered first time.
 - Provide a heads-up approach and lead by example to other colleagues, always being available for your customers in store or in our different customer contact channels.
 - Use company training tools to support selling and service skills and techniques to support firstly selling the right product to the right customers and encouraging return

visits and secondly dealing with any after purchase issues, ensuring that our customers are left satisfied in any dealing with yourself.

- To answer any customer queries quickly and efficiently, ensuring that your response has considered the customer and shows we care.

Commercial and General housekeeping standards:

- To always maintain excellent standards of store presentation by taking guidance from store management on process and procedure and carrying this out to the best of your ability.
- To comply with management reasonable requests to ensure the store is clean, tidy, full, and correctly priced.
- To have maintain good Wi-Fi and to enable you to do your customer care role and make yourself available in all channels when on shift.

Communications and Motivation:

- To communicate appropriately with colleagues, management, and customers alike and ensure you represent the business well in all contact.
- Pro-active communicators, constantly liaising with our warehouse team, our couriers, our stores, and the wider business, to deliver the very best customer service and represent the brand.
- Ensure you are aware of current performance – sales, KPI's and team tasks
- Always ask if unsure to get it right first time.

Cost Control

- Ensure you are diligent when handling any cash or cash equivalent. When dealing with customers virtually maintain diligence with information and ensure appropriate action and documents are filled in when dealing with payments.
- Ensure you are diligent when processing card payments, always checking and confirming amounts to ensure NO loss to the business

Health & Safety:

- To ensure that all Health and Safety regulations are adhered to and read and understand policy as provided at induction and ensure this is up to date.
- To ensure you comply with legal requirements of GDPR, handle customer data with due diligence and also comply to underage selling legislation.
- To ensure you have been training on manual handling and ladder safety and you comply with these directives to ensure you and your colleagues are safe at work,
- To report any dangerous or risk areas within the business to management.

Company Policies and Procedures:

- To ensure complete compliance with policies and procedures stated in the company Employee Handbook.

- To ensure that you observe the relevant Health & Safety rules and regulations and comply with these and your colleagues and management do also, contacting senior management if you have any concerns.