

JOB DESCRIPTION

Job Title: Match Day Sales Assistant
Reports to: Retail Supervisors
Department / Area: Retail
Location: Stadium/West Quay

JOB PURPOSE

To offer our fans the highest level of customer service whilst ensuring that the store is maintained to the highest standards of merchandising and product availability.

KEY RESPONSIBILITIES

- Serve and assist customers with their purchases.
- Ensure excellent customer service at all times.
- Answer telephone queries and deal with these in the appropriate manner.
- Process mail and internet orders effectively.
- Merchandise stock to maintain on shelf availability and exceptional store standards.
- Adhoc duties as requested by management.

KEY CONTACTS

INTERNAL – Assist club staff with purchases.

EXTERNAL – Customers, both face to face and via telephone.

SCOPE / DIMENSIONS

Levels of Authority / Influence

None

Levels of Budget / Resource

None

SKILLS AND COMPETENCIES

- Good customer service skills.
- Good computer literacy.
- Merchandising skills.
- Accurate cash handling.

Signature Name Date
(Job Holder)

Signature Name Date
(Manager)