

JOB DESCRIPTION

Position:	Retail & Admissions Assistant
Department:	RETAIL & ADMISSIONS
Responsible To:	Head of Retail & Admissions or in their absence the Assistant Retail & Admissions Managers
Position Type:	SEASONAL



Ref: RET_AST119

What We're Looking For

This is your chance to join the UK's leading theme park for families and the home of Peppa Pig World! As a member of the Retail & Admissions team, you will deliver exceptional guest service in a fast-paced leisure environment and ensure every guest is provided with a unique family experience that represents the best value for money day out in a safe and quality environment.

You will be working in a variety of Retail outlets across the park and undertaking various duties, some of which include serving & replenishing the shops, serving in the admissions kiosk, dealing with stroller hire & lost property in guest information, advising & informing guests in the photography kiosks, picking stock in the warehouse, preparing packages for our online store and balloon selling out & about in the Park.

What You'll Need

- ✓ Communication skills are critical, you must be able to listen, understand and ask questions to clarify in order to be able to even start to deliver a good service.
- ✓ Sound numeracy and literacy skills essential.
- ✓ Previous experience of working in a similar sales environment is desirable.
- ✓ You must be able to work in a team or on occasions independently assisting with any tasks in order to achieve efficiency and ultimately guest satisfaction.
- ✓ You will be expected to adapt to any of our fast-paced retail units, whether it is serving guests in a photo kiosk or creating a display in one of our shops.

What You'll be Doing

- ✓ Following company Health and Safety policies and procedures at all times.
- ✓ Delivering exceptional customer service to all guests at all times.
- ✓ Present, promote and maximise sales.
- ✓ Cash handling and using an EPOS system, ensuring 100% accuracy at all times.
- ✓ Merchandising stock in all outlets.
- ✓ Selling admission tickets and season tickets
- ✓ Operating photo outlets
- ✓ Assisting with the distribution and display of stock across the department
- ✓ Dealing with guest queries in a helpful and professional manner.
- ✓ The cleaning and tidying of units.
- ✓ Working within a team and cooperating with your colleagues.

When You'll Be Doing It

- ✓ This is a seasonal position which includes weekends, school and bank holidays. Hours will be rostered in advance and vary dependent on the time of year. Flexibility is required in order to meet peak and off-peak demands of the business.

What You'll Get

- ✓ Branded Uniform (varies by job role/ department). In addition, any items you wear should be smart and appropriate. It is your responsibility to keep all items clean, laundered and presentable at all times.
- ✓ Complimentary staff tickets.
- ✓ Discounted tickets to Christmas at Paultons.
- ✓ 25% discount across retail outlets whilst on duty.
- ✓ Free Parking.
- ✓ Auto enrolment to a pension (subject to qualifying criteria).
- ✓ Subsidised food and free drinks.
- ✓ Hourly wage paid weekly.