

Whitmuir the Organic Place

Job Description - Shop Assistant

Reporting directly to the shop manager, the Shop Assistant's role is to provide excellent customer service to all farm account holders (farm supporters), customers and farm visitors. As well as dealing with food purchases, orders and enquiries, Whitmuir shop assistants are required to be knowledgeable about the work of the farm and assist in the recruitment of farm supporters.

Core Shop Duties

To ensure the smooth running of the shop and maintain shop standards:

- Welcome and assist all customers in a friendly, appropriate and efficient manner
- Keep the shop, vegetable porch and displays clean and tidy at all times
- Operate the till correctly and accurately handling cash, cheque, credit/debit card and account transactions
- Follow shop opening up routines
- Follow cashing up and shop closing down routines
- Ensure that all fire exits and escape routes are kept free from obstruction
- Be vigilant at all times to help minimise stock loss through waste or theft

Stock management

- Where necessary, assist with the generation of stock orders and processing of goods in. Distinct shop roles will be negotiated directly.
- Assist in changing shop displays
- Receive deliveries, unpack, check and restock shelves
- Check and correctly price products on shelves
- Check use-by and best-before dates of products for sale and take appropriate action (ie agree reduction/promotion/ removal of product with line manager).
- Report any mistakes with the till stock system to the shop manager
- Assist with regular stock checks and annual stock takes

Dealing with customer orders

- Carefully and accurately complete weekly orders from farm account holders and ensure orders are properly charged to accounts, correctly packed, clearly identifiable and ready on time for collection by delivery driver
- Complete and accurately note wholesale orders to ensure that invoices can be generated
- Complete and identify click and collect orders – this requires that you check the emails daily to ensure all orders are picked up

Customer Service

Ensure excellent customer service is demonstrated at all times by:

- Developing a good knowledge of the principles of organic farming

- Developing a good knowledge of shop stock, ensuring that customers can be informed about the suppliers of the product when asked
- Informing the customers about the work of the farm, the farm supporters scheme, the community buy in and the talks/walks/events being undertaken on the farm
- Responding to general customer enquiries received by phone, email or in person

Quality Assurance tasks

- Ensure that any issues concerning customer care are reported to the shop manager
- Ensure that any issues concerned stock quality or volume are reported to the shop manager
- Ensure that all health and safety procedures are effectively carried out and report any concerns to the shop manager
- Work as part of a team with the other members of farm staff to be aware of all that is happening on the farm to assist customers as much as possible

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