

Job Description & Responsibilities

Job Title: General Assistant
Department: Robinsons on the Terrace
Reports to: Store Manager
Revision Date: 24th July 2010

Position Overview

- To deliver the company's mission statement.

To serve the Freshest Produce and Flowers at the Best Value with Superb Customer Service

Job Function

- To assist in the day to day running of the store with focus on supplying a quality product to the customer.

Key Responsibilities

- Serving customers and handling monies, including the floating of tills at the end of day.
- Taking customer orders and dealing with enquires either by face to face or telephone using superb customer service.
- Completing customer orders and ensuring deadlines are met.
- To assist with receipt of deliveries into store using our Stock Management System.
- Stocking up, ensuring quality control and by using a stock rotation system.
- Ordering of stock from suppliers.
- To assist in the cleanliness and general appearance of the store.

Note: This job description is not intended to be all-inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.

Job Description & Responsibilities

Other Duties

- You may be required to work at short notice
- Your store location may change from time to time in line with the requirements of the business.
- Additional duties may be assigned in line with the requirements of the business, including new technologies and processes.
- Meet on a weekly / fortnightly basis with your line manger.
- Meet twice yearly with line manger and senior management for appraisal review.

Notes

Hours:	Monday	10:00am	-	7:15pm
	Tuesday	8:00am	-	4:00pm
	Thursday	8:00am	-	5:00pm
	Friday	10:00am	-	7:15pm
	Saturday	8:00am	-	6:00pm

Total - 40.5 hours per week

Rate of Pay: £6.50 per hour

Holidays: 15 days per year plus 8 bank holidays (if applicable)

Note: This job description is not intended to be all-inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.