



BATA

JOB SPECIFICATION

Position: Country Store Assistant

The role encompasses all aspects of customer service, product knowledge, stock handling, product display and merchandising along with all the associated administrative procedures and cash reconciliation for which on the job training will be provided.

Job Tasks

Adherence to safe working practices and Health and Safety instructions.
Taking and following instructions from the Country Store Manager.
Responsible for dealing with customers ensuring excellent customer service at all times in line with company standards.
Responsible for encouraging sales wherever possible.
Assist in meeting set targets.
Responsible for completion of all necessary paperwork and carrying out basic administration.
Computer processing of customer orders.
Stock implementation / stock rotation / stock control.
Merchandising.
Cash control and cash reconciliation.
Undergoing training with product knowledge, the AMTRA qualification and Fork Lift Truck operation where appropriate.
Responsible for site / store housekeeping to the highest standards.
Flexible working between Departments when required.

In addition to the above, the post holder will be expected to carry out other duties within the Store where appropriate and occasionally it may be necessary to be available to work at our other Country Store locations nearby as required.

Training

In addition to standard induction training, employees will be expected to undertake the following specific training for this role:
Fork Lift Truck Certificate – Refresh every 5 years
AMTRA (Animal Medicines Training Regulatory Authority (if applicable))