

PERSON SPECIFICATION

Job Title: Retail Assistant **Date:** 19.07.2018

Reports to: Commercial Manager

Principally relates to: Commercial Manager, Visitor Services Team, Technical team, Contractors, Marketing & Development Teams, Catering Assistants, Visitors

Purpose of the role: To promote and enhance the visitors retail experience throughout Eureka!

Criteria	Description	Essential	Desirable
Experience	Previous retail experience is an advantage		✓
	Experience in customer facing roles and customer care		✓
	Money handling and previous use of EPOS		✓
	Understands stock management processes		✓
Skills & Qualifications	Good standard of literacy and numeracy	✓	
	Basic administration skills	✓	
	Ability to multi-task and remain calm during busy periods of trade		✓
	Clean and tidy with an eye for detail within a retail setting	✓	
Key Competencies	Solid communication and interpersonal skills	✓	
	Friendly, helpful, confident and engaging personality	✓	
	Able to work as part of a team or individually as needed	✓	
	Comfortable working in both quiet and busy/bustling environments		✓
Other	Reliable, responsible and displays a good work ethic	✓	
	Flexibility towards working hours and availability, including weekend work		✓