

## VACANCY

### Customer Services Assistant

<b>Department:</b>	Retail
<b>Reports to:</b>	Store Manager
<b>Direct Reports:</b>	None
<b>Designation:</b>	Permanent (6)
<b>Salary:</b>	£7.96 per hour
<b>Hours:</b>	17.5 hours per week (Friday 8.30am to 5.45pm and Saturday 8.30am to 5.45pm) with flexibility to work additional cover shifts.
<b>Benefits / Equipment:</b>	Lanyard, Locker Key Annually, 28 days holiday inc. Bank Holidays, pro rata for part time employees Access to Newlife Pension Scheme Staff discount, following 12 weeks service Health Cash Plan at level 1, post probation

#### **About Newlife:**

Newlife's mission is to save and the change the lives of disabled and terminally ill children, across the UK. We have over 25 years of success and we continue to help these children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:  
[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

#### **Post Summary:**

Newlife is looking for a Customer Services Assistant for a brand new store based in Erdington which will retail clothing, footwear and accessories and will trade over 57 hours per week.

The person in this role will support the sales team to provide a high level of customer services in line with Newlife's 'Premier Service' standards, process customer returns/refunds, deal with general enquires, compliments and complaints, put out audio announcements (where applicable) and provide an information base for customers for store specific and charity information. You will also support the Manager / Deputy Manager when only one of them is on duty by providing assistance to the sales team when they are away from the sales floor including completing till voids/cancels and in mentoring new employees.

We are looking for someone who is a 'people person' and who is confident with excellent communication skills. You will also need good numeracy and literacy skills and basic IT skills. You will also need to be reliable and flexible in your approach to work additional hours in line with operational needs.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

### **Essential Requirements:**

- Excellent customer service skills with the ability to deal professionally with compliments and complaints.
- Previous retail experience.
- Excellent communication skills capable of engaging with customers and your team.
- Able to work under pressure where required
- The ability to work under your own initiative, but also operate effectively within the team.
- Experience of working a till and cash handling including processing of refunds
- Reliable and flexible in your approach to work additional hours in line with operational needs.
- A willingness to use your skills to mentor and encourage other staff where required.
- A willingness to advance your skills and competency levels with appropriate training.

### **Desirable Requirements:**

- Experience in a fashion / clothing retail environment

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

- Positively engaging with customers through friendly rapport and handling customer enquires efficiently and professionally.
- Ensuring customers have a positive shopping experience.
- Ensuring customer returns/refunds are carried out in line with the Company refund policy
- Having a good knowledge of the Company pricing structure and security markings in order to prevent fraudulent refunds.
- Having an understanding of the KPI's governing the Welcome Desk i.e. credits notes and 'sell' these options to customers.
- Understanding of the customer membership scheme in order to explain the need for this scheme to customer.
- Issuing refunds in an efficient and timely manner in order to prevent the build-up of queues.
- Dealing with customer complaints and compliments via the appropriate procedures/channels.
- Making audio announcements in order to call other staff members and to inform customers of key information.
- Having a good understanding of sales floor polices /procedures, daily offers and the work of the Charity in order to provide comprehensive information to enquiring customers.
- Being vigilant and aware of suspicious incidences or behaviour and reporting/responding to all risks
- Liaising with the Duty Manager on issues surrounding the Welcome Desk during your shift. Supporting the Duty Sales Manager / Deputy Sales Manager on shift as required.
- Carrying out till voids and cancels in the absence of the manager where required.
- Assisting with the mentoring of new staff to aid their training if required.
- Providing cover on zones and tills as required.

### **Additional Responsibilities / Expectations:**

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- A willingness to use your skills to mentor and encourage other staff where required
- A willingness to advance your skills and competency levels with appropriate training.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

**Notes:**

All offers of employment will be made subject to satisfactory references being received.  
All Newlife roles are subject to a 6 months probationary period.

**Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

**Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

**To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

**Other Info:**

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

