

JOB DESCRIPTION - STRATHEARN ARTS RETAIL ASSISTANT

LOCATION:	STRATHEARN ARTS BOX OFFICE, 2 COMRIE STREET, CRIEFF, PH7 4AX
TERM:	Temporary – November 2022 to 28 th February 2023
HOURS:	Varied hours between Monday to Friday: 10am – 4pm and Saturday: 10am – 5pm.
HOURLY RATE:	£9.54/hr
REPORTING TO:	BOX OFFICE COORDINATOR

STRATHEARN ARTS

Strathearn Arts (SA) was established as a registered Scottish charity in 2013 to promote and advance the arts, culture and heritage to residents of, and visitors to, the Crieff and Strathearn area. The Board of Trustees, Members and Volunteers work together in partnership to develop and host recreational, educational and cultural activities and encourage the community to participate in and develop activities in pursuit of these aims.

THE BOX OFFICE

Our Box Office is open Monday to Friday: 10am – 4pm and Saturday: 10am – 5pm. The role is part-time during opening hours, with the requirement to work on a Saturday, as needed. There may be the opportunity to work further hours. In addition to being the focus for general enquiries related to Strathearn Arts and to sell tickets to events etc, the Box Office is also a retail space for local artists and makers to sell their products directly to the public. We also sell a range of local interest and arts-related books and other items.

ROLE AND RESPONSIBILITIES

- Ensure high levels of customer satisfaction through excellent sales service including welcoming and greeting customers and providing proactive customer service
- Manage point-of-sale processes including cash, card transactions, sales records, product packaging/gift wrap
- Ensure the shop is clean and tidy and products are presented in their correct location/style
- Ensure shelves and display units are replenished with products after sales etc
- Liaise with artists and makers to provide sales information, restock etc
- Receive and document any new stock delivered and ensure it is displayed or stored appropriately
- Keep up to date with product knowledge and be able to accurately describe product features and benefits
- Respond to telephone and in person enquiries to Strathearn Arts as required.
- Cash-up/financial reports at the end of each shift
- Follow Strathearn Arts' policies and procedures at all times
- Ensure the security of the building (lock-up, alarm etc)
- Other appropriate tasks and duties as may be needed to support Strathearn Arts

SELECTION CRITERIA

- Experience in retail or similar environment using own initiative and with minimum supervision.
- Experience with point of sale/card transaction systems and cash handling
- Good communication/inter-personal skills.
- Customer service experience with ability to maintain a high level of customer care.
- Excellent organisational skills, strong attention to detail
- Presentable, trustworthy, punctual, efficient
- Ability to work using own initiative as well as part of a team

APPLICATION PROCESS

Please submit your CV along with a covering letter/email by Friday 11th November 2022. In your covering letter you should explain your interest in the role, the relevant experience you could bring and why you believe you would be suitable for the position. Please also provide contact details for 2 referees that you would be willing for us to contact, if we choose to move ahead with your appointment.

Based on the CVs and covering letters we receive, and using the above selection criteria, a shortlist of candidates will be invited to interview.