

Retail Assistant
Job Description Version 1.0 – 197/07/11

Great jobs, great venues, great Games!

The Retail People (TRP) have sole responsibility for selling 2012 branded products at Games time within the Olympic and Paralympic sports venues. 2012 merchandise includes commemorative pins, clothing, mugs, mascots and stamps. By 2012, an estimated 10,000 items of London 2012 merchandise will be on sale. The Games take place over a short but intensive trading period in over 90 locations ranging from 20m² kiosks to a 4000m² megastores in the Olympic Park. TRP are looking for people who are passionate about providing excellent customer service.

Company: The Retail People (TRP)

Location: London 2012 Olympic and Paralympic Games Venues

Position: Retail Assistant

Reporting to: Store Manager/Supervisor

Sector: Event Merchandising/Retail

Job Type: Temporary: Between July and September 2012 (depending on venue and availability)

Hours: Shifts range from 5-12 hours, with breaks where necessary. May include evenings and weekends

Purpose of the job: You will be required to reflect the company's high standards of operations in the areas of:

- **Product knowledge** – using your excellent communication skills you will be expected to answer questions relating to the products we offer (training provided).
- **Customer service** – you will be expected to provide a friendly and personalised service at all times.
- **Cash handling** – being proficient in the handling of money

Typical duties will include:

- Greeting customers and assisting them in product selection in a personalised, swift manner, recommending, selecting and helping to locate the right merchandise;
- Stocking, replenishing and keeping merchandise areas tidy;
- Processing card and cash payments and/or packing at till points;
- Monitoring and updating sales display areas in line with established formats;
- Operating tills, computing sales prices, total purchases and receive and process cash or credit payment;
- Performing tasks such as counting and moving large sums of money and balancing cash drawers;

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- Watching for and recognizing security risks and thefts, and acting in line with training as to how to handle these situations;
- Handling customer complaints and difficulties in an effective, polite manner. Exchanging merchandise for customers and accepting returns;
- Taking stock inventory in line with the Stock Controller’s inventory records;
- Supervising the receiving, storing and dispersing of stockroom supplies;
- Management of stock levels and organization of the stock room;
- Receiving in stock deliveries and refilling the main stock room;
- Transporting stock from the main stock room to the location required and replenishing the sales areas
- Preparing the store at the beginning and end of the day ready for trading, including cleaning.

To apply for this role you must be prepared to work in a fast paced and multi tasked environment and must have the following:

Person specification

Essential	Desirable
<ul style="list-style-type: none"> • Competency in cash handling. • Basic IT skills for till operation and stock control systems • Excellent communication skills • Smart and clean appearance • Be able to work as part of a team • Be able to work effectively under pressure and handle challenging situations 	<ul style="list-style-type: none"> • Previous experience of working within the retail industry

Right to work and accreditation

- You must eligible to work in the UK at the time of the Olympic and Paralympic Games which are being held from the 27th of July to the 9th September 2012 and ideally be available to complete the full operational period. (A proportion of the workforce will finish after Olympic Games on the 12th August, and therefore will not need to be available after this date)
- If you require a UK work permit or Visa this must be valid until the 9th of November 2012.
- For accreditation purposes, you will need to hold a valid passport or photo card driving license (a valid provisional driving license is acceptable).