

ARTHUR BEALE

Yacht Chandlers

Sales Staff Job Description

170725

Person Specification

The Sales Staff will have a reasonable knowledge of chandlery products through having either worked in the marine industry or via sailing or boating experience. They will ideally have retail experience and will need to be computer literate and able to follow company procedures. The successful applicant will be cheerful and helpful to clients as well as being very well organised and able to focus on detail. They will be keen to work with the team to continue to drive the company forward to become a leading yachting brand.

Reporting Relationships

The Sales Person will be directly responsible to Jason Nolan, General Manager and ultimately to Alasdair Flint, Marketing Director.

The Sales Person may from time to time be responsible for Temporary and Part Time Shop Sales Staff.

They will also work in close liaison with any Marketing Staff to actively promote designated products.

Overall Purpose

To work as a member of our sales staff in our Shaftesbury Avenue Shop to ensure our customers receive excellent sales service and advice. They will log any missed sales and product shortages as per the set procedure and will help with stocktaking and data entry. The Sales person will take customer calls and assist clients as necessary whether with technical advice, stock level queries or the status of their order.

Depending on previous experience the Sales Person may also take on other designated roles such as:

- Checking stock and undertaking purchasing for certain product groups
- Becoming a "Product Expert" on a range of products
- Downloading and dispatching on-line orders
- Splicing fibre and wire ropes to the customers specification
- Helping with the shop displays

Key Duties

- To work in the shop helping and advising customers
- To re-stock products on display as necessary

- To receive goods in and enter them onto the system
- To carry out end of day and cashing up procedures
- To answer incoming phone calls and assist as necessary
- To undertake certain buying tasks
- To attend regular sales huddles and other staff meetings
- To assist with wire and fibre rope splicing if appropriately trained

Other Duties

- To advise customers on products
- To help with stock taking duties
- To occasionally attend supplier trade shows
- To occasionally attend and help with our trade stands
- To occasionally attend product training demonstrations
- To inform management of any Health and Safety issues
- To suggest any improvements or ideas that would be of benefit to the company
- To act in the best interest of the company at all times

Location

The position is located in our shop at 194 Shaftesbury Avenue, London. WC2H 8JP. Occasionally meetings may be held at our associated company Flint Hire and Supply Ltd in Deptford.

Training

Training will be given covering all the company processes and procedures. Occasionally training may be carried out by our suppliers in their premises.

Working Hours

The basic working week will be 40 hours including weekend working on a rota basis. Some evening work may be necessary especially when special events are taking place.

Pay and Benefits

A competitive hourly rate will be paid which will vary according to experience. The company will pay ten days sick pay in any 12 month period after 6 months work has been completed.

Trial Period

There will be a 90 day trial period during which either party can terminate the employment without notice.

Holiday Allowance

Your holiday allowance will be 20 days plus bank holidays.

Complaints & Disciplinary Procedure

Any complaints should be addressed to Alasdair Flint. Except in the case of gross misconduct, employees who fail to meet the company's required standards of performance and/or behaviour will first be given a verbal warning followed by a written warning, after which the company may dismiss an employee without further notice.

Arthur Beale Ltd reserves the right to amend or add to this job description, this includes amendments to hours of work, changes in working practices and relocation of the place of work.

Employee

On behalf of Arthur Beale Ltd

Signed

Signed

Print Name

Print Name

Date

Date