

JOB DESCRIPTION – Store Assistant – Holiday Hours

Job title: Store Assistant – Holiday Hours & Part Time Hours

Responsible to:

Regional Sales Manager - Wales

Company & Role Overview:

Masuri is an aspirational sports goods brand, based in the Winchester area but recognised across multiple global markets including UK, Australia, New Zealand, South Africa and India.

We are currently looking to recruit a Part time Key Holder to compliment our existing team in our busy retail unit at Sophia Gardens, Cardiff. The successful candidate must be confident with a passion for customer service.

Retail experience is advantageous but not essential as full training will be provided.

The position will be varied over the year and the candidate will ideally be fully flexible as the store trades over 7 days a week during cricket season, with late night trade included.

Hours will be discussed at interview stage

Remuneration: £10.00 per hour.

Key duties:

- Part time key-holder for Sophia Gardens Retail Store
- Receiving, unpacking and arranging new shipments
- Arranging and labelling goods in the display shelves
- Assisting customers in finding the products they're looking for
- Processing customer payments at checkout point/till
- Addressing customer complaints and inquiries
- Providing advice and recommendations to customers
- Cleaning and rearranging the store after hours
- Collaborating with team members to keep the store clean and organised at all times

Candidate Profile:

- **Passion for Customer Service** – the desire to achieve and maintain the highest levels of customer service is paramount;
- Attention to Detail;
- A willingness to get “stuck in” – every member of our team, from CEO down, is ready and willing to “roll their sleeves up” as and when required;
- **Experience** within the retail or cricket industry is preferable but no pre-requisite.

Pay and other bonuses:

- £10.00 per hour remuneration
- Staff discount on clothing and equipment