



KILLRUDDERY

Job Description 2020

Retail Assistant

Responsible To:

Farm Shop Manager

Killruddery, the world-renowned gardens and house. Set in 850 acres of beautiful landscape cared for and lived in by the same family for 400 years. Living history on Dublin's door step.

KEEL MISSION:

That every visitor leaves Killruddery, with a sense of belonging, having fostered a love and appreciation for the space, through activity that is sustainable for its structure and environment. A dedicated professional team offers high quality service and experiences to local, national and international communities. Killruddery Farm Shop makes local, sustainably grown produce available, seeks methods of sales that reduce our carbon footprint, contributes to the overall sustainability of Killruddery Estate and to a thriving local and visiting community.

Role Summary:

To generate sales in our Farm Shop through positively promoting Killruddery's retail products while maintaining a consistent, on brand, premium experience in a friendly and relaxed environment. The present role has excellent opportunities for training and development. Ideally you will bring bundles of enthusiasm in energy to this role and have a passion for sustainably produced meat, fruit, vegetables & products.

To work as part of a customer facing team, providing a friendly and knowledgeable welcome on behalf of the company. To contribute to the administration of the day to day paperwork required for your department.

Main areas of responsibility

- Greet customers in a friendly & engaging way.
- Have knowledge of the layout and history of Killruddery so that you can answer questions comprehensively
- Communicate with visitors and members about our public events calendar and our membership programme.
- Assist shoppers with goods or products they are looking for.
- Responsible for cash and card payments and ensuring till balances at the end of the day.
- Have a an artistic eye for creating displays & responsible for re-stocking shelves with merchandise as per agreed specifications.
- Keep store clean and tidy.
- Deal with any customer complaints in a helpful manner and passing upwards if necessary to gain speedy and satisfactory resolution
- Report to the manager on duty daily with any feedback from customers.
- Have a good understanding of Killruddery's brand guidelines for retail.

QUALIFICATIONS/EXPERIENCE

Essential	Desirable
Completed secondary level education	Training in retail management
1-2 years in a similar customer interfacing role in retail	

Competencies (Behaviour & Attributes):

Be friendly & engaging, be helpful & polite, comfortable working with large crowds and the public, be physically fit, be able to multi task and problem solve, be adaptable & flexible. Good organisational skills

Be reliable, hardworking and responsible.

Be calm under pressure have good I.T skills and have a proven willingness and ability to learn.

