

Retail Associate.

About the role:

As a Retail associate, you'll become a brand ambassador to help lead the success of our flagship store on Regent Street, London. Reporting to the store manager, assistant store manager and supervisors, your key responsibilities include; assisting with day to day running of the store, operations assistance and providing exceptional customer experiences with the goal of building a community of people who want to camp with us!

Service & Community:

- *Ensure all service and sales expectations set by the store manager are met consistently with no missed opportunities.
- *Be proficient in providing a range of hot drinks and other refreshments from the café for customers.
- *Follow-up with customers following their purchases or adventures.
- *Ensure all customers are invited to receive our community newsletter.
- *Build relationships with customers through sharing stories, photos, advice and personal experiences.
- *Build on our catalogue of recommended campsites.
- *Process customer transactions efficiently with excellent point-of-sale/cash-handling accuracy.

Operations:

- *Ensures deliveries are checked off, priced, activated, and put away in a timely manner.
- *Ensures sales floor is appropriately stocked, replenished and priced.
- *Maintains store visual merchandising standards.
- *Responsible for cleanliness of both customer facing and back of house areas.
- *Ensures daily reporting is accurate and completed.

Specialised skills / knowledge / experience:

- *Previous outdoor retail experience.
- *Extraordinary customer service.
- *Passionate about camping and the outdoors.
- *Keen to host and camp with internal and external partners & community members.
- *Familiar and comfortable with camping & outdoor activities in all seasons and weather conditions.
- *Strong verbal and written communications skills.
- *Possess strong organizational and time management skills.
- *Basic knowledge of operating personal computers, POS systems, and various software packages including MS office