



GROWN IN SUSSEX

Job Title: Middle Farm Shop – Retail Assistant - 1 Day a Week

Sundays with more hours available during school holidays - 8.30am to 5.30pm

Responsible to: Farm Shop Supervisor/ Farm Shop Deputy Supervisor

Main purpose of job

To provide a warm welcome to all visitors with highest possible levels of customer service and stock presentation; to actively promote the best of local, seasonal food and drink.

Key responsibilities and requirements

- To maintain the quality of fresh produce conscientiously and consistently, and the presentation of all produce, to the customers to optimum standard.
- To provide accurate and appropriate information and advice to customers.
- To be courteous to members of the public and fellow team members at all times
- To always begin work promptly and dress appropriately.
- To comply with all Health and Safety and Food Hygiene legislation fully and consistently.
- To minimise business costs wherever possible and be always environmentally responsible regarding waste and resources.
- To be constantly aware of the possibility of shoplifting and, with the aid of a supervisor, to address instances of shoplifting appropriately.
- To gain a comprehensive knowledge of Middle Farm's own produce, local produce and all other stock held by the Farm Shop, as well as stock and services offered by other departments, where you may be required to provide cover.
- To communicate clearly with producers, suppliers, customers, and other team members, and to always use your time efficiently and effectively.

Tasks

- Welcome all customers with a smile.
- Maintain optimum levels of stock on shelves at all times.
- Ensure that any stock takes required are as accurate as possible.
- Check orders in, carefully pricing in-coming stock, (from invoice where necessary), rotating stock by date and promptly re-stocking shelves and displays as needed throughout the day.
- Maintain a clean, tidy, and safe environment at all times for customers and fellow team members.
- Accurately entering sales on correct buttons on tills.
- Other tasks as required.