

Gift Shop – Sales/Open Farm Reception Assistant

Middle Farm



GROWN IN SUSSEX

Our Mission

At Middle Farm, we celebrate the excellence of British food and farming by championing local produce and inviting the public to experience first-hand the work which makes it possible. Our aim is to educate and inspire both consumers, and the next generation of farmers.

Summary of Role

To provide a warm welcome and excellent customer care to all visitors to both the Gift Shop and Open Farm, maintaining high standards of presentation and knowledge of Gift Shop products in order to effectively cultivate customer relationships and promote sales.

Key Responsibilities

- To always begin work promptly and dress appropriately.
- Till work – greeting customers, accurately processing transactions and making recommendations.
- Working to ensure high standards of tidiness and presentation throughout the Gift Shop.
- To be an active team member, contributing constructively, supporting, and always treating other team members and visitors with fairness and courtesy.
- To provide the best possible customer service, with accurate and appropriate information, as required.
- To maintain great communication with all relevant staff members, the public and suppliers.
- To minimise business costs wherever possible and be always environmentally responsible regarding waste and resources.
- To take an active interest in learning about the stock held in the Gift Shop and the business as a whole.
- To answer the telephone promptly, wherever possible, forwarding calls and taking messages as necessary.
- To check in orders accurately, inputting new products on to the EPOS system.
- To regularly liaise with the Open Farm team regarding new events and attractions in order to effectively communicate these to visitors.

Qualifications

- Experience and confidence working with the public.
- Great communication skills.
- Reliable, responsible and punctual, with a good sense of humour.
- Full Drivers Licence and vehicle