

## Husqvarna Studio Nottingham Vacancy

### Job Description

Post title: Demonstrator Sales Assistant

Date compiled: Sep 2010

Hours per week: Flexible part time

Weeks per year: 52

Pay rate: £6.25 per hour with a pay rise after the probationary period, plus bonus scheme

Holidays: 20 Days per annum and 8 Bank Holidays (Pro Rata for Part Time)

Immediate line manager: Retail manager (RM)

### Job Purpose

To demonstrate and sell sewing machines and related products within the retail business of Husqvarna Studio, Nottingham.

The post holder will be the first point of contact with customers in the shop environment. They will identify the needs/requirements of the customer and assist in the delivery/satisfaction of these. They will contribute to the daily routine tasks and assist the RM in preparing orders, stocktaking and display.

### Main objectives

1. Provide a first point of contact for customers, whether they are on the telephone, attending classes or retail customers .Day to day routines including answering phone, cash handling, data entry – tasks to deliver objectives- answer telephone, greet customers, data entry
2. Demonstrate and sell sewing machines- tasks to deliver objectives-produce a demonstration which post holder is happy with and uses, keep demo area tidy and ready to demonstrate at all times,
3. Answer queries on sewing related issues, face to face, by email and on telephone tasks to deliver objectives- keep up to date with changes in sewing industry, attending training and reading new updates as they are produced
4. Tidily manage stock reporting to retail manager and assist RM in maintaining healthy stock levels. tasks to deliver objectives- stocktaking of products and entry of same into Sage accounts program, printing and using reports to provide information to RM
5. Organise delivery and collections in a timely and efficient manner. Tasks to deliver objectives- making contact with customer and courier, choosing most appropriate methods of delivery or collection. Liasing with courier in event of non-delivery. Filing paperwork in efficient way.
6. Any other duties as requested by RM

## Person Specification

Essential

Desirable

Knowledge

Understanding of sewing machines and how they work

Some knowledge of MS Office programs e.g. Email, database entry, word processing

Some knowledge of sewing in some aspect

Understanding of CAD/CAM

Knowledge of retail process

Skills

Ability to understand and interpret customer wishes

Team worker

The ability to multi task and apply good time management skills

Able to act on own initiative if necessary

High level of written and verbal communication skills including telephone

## skills

Diplomacy and ability to work calmly under pressure

High levels of customer service

Flexible approach

## Experience

Working in frontline customer service or retail role

Sewing, whether at home or in work environment

Telephone experience

Experience in small business environment

Cash handling

## Qualifications

5 GCSE grade C (or equivalent) to include Maths and English. If this not available the candidate must demonstrate experience at an appropriate level

## Competencies

Effective team working

Communicating and interacting

Taking responsibility for getting things  
done

