

Customer Assistant - Operations - Bury St Edmunds

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Company: Marks and Spencer

Location: United Kingdom

Category: other-general

Working Pattern:

Monday 04:15-10:15

Tuesday 04:15-10:15

Friday 04:15-10:15

Saturday 04:15-10:15

This is a Part Time, Permanent position. This position contains an Unsocial Premium Pay which is £12 p/h plus £3 premium pay. This pay rate is between the hours 10pm and 6am. Due to legal requirements, you must be 18 years and over to apply for this job.

Purpose

To deliver a great shopping experience for our customers, we are looking for colleagues who put customers before tasks every time whilst championing and promoting our brilliant products. As the face of the business, you will be the voice of our customers helping us to continually improve.

Key Accountabilities

- Serve our customers efficiently, both on the shop floor and at service points
- Keep the store clean and tidy, ensuring that our shelves are always stocked with product
- Monitor and deliver on the daily sales targets, priorities, promotions and selling opportunities
- Proactively engage with customers to understand their needs, make recommendations and deliver remarkable service throughout their visit to store.

- Build expert product knowledge to sell and recommend our products and services
- We'll give you the training to utilise all digital tools and communication channels to deliver for the customer every time

Key Capabilities

- High levels of customer service
- Committed to delivering excellent work with great attention to detail
- Open to and acts upon feedback, asking for this regularly
- Takes accountability for planning and managing own workload efficiently
- Strong communication skills
- Adaptable to changing situations
- Builds positive relationships by being a good listener
- Good level of digital capability

Everyone's Welcome

M&S is ready to push boundaries to lead the retail industry into a greener, speedier, more inspiring digital era. That's why we're revolutionising how we work and offering our most exciting opportunities yet. There's never been a better time to be part of our team. Marks & Spencer aims to be an inclusive organisation, trusted and admired by our colleagues, customers and suppliers. Join us and make an immediate impact.

We are committed to an active Inclusion, Diversity and Equal Opportunities Policy, which starts with our recruitment and selection process, and we are happy to talk flexible working.

If you consider yourself to require reasonable adjustments to any part of our recruitment process, we invite you to share those requirements with us when completing your application. We will make every effort to ensure your needs are met to provide a fair and transparent process of assessment.

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