

One Stop - Customer Service Assistant

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Company: Tesco

Location: Cwmbran

Category: office-and-administrative-support

About the role

At One Stop Stores we aim to serve local shoppers a little better every day. Being a part of the local community we really can achieve this but it's our colleagues in store that brings this to life.

In this role, you will greet and welcome our customers warmly, engaging with them to find out their shopping needs, sell the right products to them and make their shopping experience a great one.

As well as having brilliant customer service, you'll also need to be a team player, making sure that your store is always looking great, with the right products on the shelves and fantastic services on offer.

You will need

Whilst being ready to roll up your sleeves and do what's needed to put our customers at the heart of everything we do, as part of the One Stop & Tesco family, you'll need to:

Greet each customer with a warm and friendly welcome

Listen to and talk with customers to find out what their needs are

Do your best to make sure the customer finds everything they want

Be passionate and knowledgeable about our products and services

Always be in store, on time, smartly dressed and ready to serve

Always think 25 when serving age restricted products

Work as part of a team to complete store duties

If this store has a post office local you will be required to complete a criminal record check to complete post office duties.

What's in it for you

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At One Stop we value our colleagues just as much as our customers, and part of this is the benefits we offer:

10% Discount in One Stop

10% Discount Tesco & Tesco Cafe (increased to 15% on 4 weekly pay weekends)

20% Discount on F&F Clothing in Tesco Stores

10% discount at Tesco Mobile, including Colleague Deals which can be shared with friends & family

20% off car, pet and home insurance at Tesco Bank. T&C's apply

Discounted eye care through Vision Express

A range of discounts at Tesco Pharmacy such as 50% off health checks including flu jabs

Driving Lesson Discount through RED

Colleague Deals and Discounts, allowing access to exclusive savings with a variety of retailers, days out, gyms and much more

Save as you earn scheme annual invitation

WeCare support service, offering a 24/7 online GP to colleagues & immediate family members, second opinions, mental health support service, get fit programme and much more at no cost to colleagues

Annual leave entitlement increases with length of service

Retirement Savings Plan

Life Assurance

Flexible working, we have many forms of flexible working like part-time, job shares, phased retirement, blended working, lifestyle breaks, fixed shift patterns and staggered shift patterns. This ensures we suit everyone's needs as flexibility is important to us as it is to you.

One Stop is a subsidiary of the Tesco Group but is operated as a separate business and as such benefits offered will differ between One Stop and Tesco.

One Stop have the right to withdraw the vacancy before the closing date should a successful application be received prior to the closing date. As such we would highly encourage you to submit your application as soon as you can.

What you will get from this role

Our Customer Service Assistant roles are integral to supporting our customers and local communities and can be a very rewarding role.

Community Involvement

As a convenience retailer, it's really important to us that our stores and colleagues are truly embedded within the communities that we serve. Whether that's fundraising for local charities and groups or for our charity partners – supporting those in need is at the heart of all we do .

At One Stop, we're so proud to have raised over £10.4million in the last 10 years! Not only this, we also work incredibly hard to tackle food waste by partnering with FareShare and Olio. Since 2015 our stores have donated an amazing 1.6 million equivalent food bank meals for our communities.

Working at One Stop will allow you to get involved in supporting charities within your community and those that are close to your heart – and our colleagues have had a go at everything! From climbing mountains, to running marathons in Spain to simply organising a raffle, we're up for anything!

Diversity & Inclusion at One Stop

Everyone is welcome at One Stop and we're proud to be an inclusive workplace that celebrates the cultures, personalities and preferences of all of our colleagues. It's a place where everyone is treated fairly and with respect. Diversity and inclusion are at the heart of our values.

One of the most important things is making sure all our colleagues feel welcome at One Stop and our colleague networks do a fantastic job at communicating that. They provide a safe

space for our colleagues to share their thoughts and experiences, raising awareness for important issues and representing our diverse workforce. Our Colleague Networks are Armed Forces, Disability, LGBTQ+, Families and Carers, Race and Ethnicity and Women's. We're proud to be a Disability Confident Committed employer. We put this into practice by ensuring against discrimination and providing support to those who may need it.

Learning & Development at One Stop

At One Stop our vision is create a learning culture where colleagues are learning every day. Whether you want to focus on your personal development, build confidence in your existing role or focus on growing your career, learning will help you to achieve your personal and professional goals. We also offer apprenticeships and an internal development programme 'Options' where you'll be coached, guided and supported by experienced leaders.

About us

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One Stop Stores Limited is a retail convenience business with over 1,000 company and franchise neighbourhood stores across Great Britain. We employ more than 10,500 colleagues.

The majority of our stores are open seven days a week from 7am to 10pm and offer local communities an impressive range of fresh and chilled food, cupboard essentials, lunchtime meal deals, frozen food, household essentials, snacks and treats and beers, wines and spirits. Whether it's popping in for a quick snack or grabbing ingredients for an evening meal, One Stop has everything its customers' need.

In addition to One Stop's comprehensive product range, many of our stores offer services to enhance the shopping experience, including free cash machines, Post Office, Evri Parcelshop, PayPoint (for bill payments and mobile top-up), lottery, as well as vending solutions such as Costa Coffee and Tango Ice Blast.

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