



Sales Assistant

Gamers@Hart is a tabletop gaming shop in the centre of Hartlpool. We sell a range of board games, trading card games, and miniature war games – and we run tournaments and events for gamers.

We are looking to fulfil two positions:

- 16 hour per week spread across the week
- 0 hour contract, suitable for someone predominantly looking for weekend work.

About you:

We're looking for someone who can demonstrate:

Essential

- Experience of working in retail or customer service
- Meticulous attention to detail
- A friendly demeanour and ability to build rapport with customers
- Able to be self-motivated and able to work independently to carry out routine tasks
- Ability to follow procedures and instructions
- Good levels of maths and English

Desirable

- A passion for gaming
- Understanding of or experience of WordPress websites
- Experience of selling on Cardmarket or Ebay
- Experience of running and organising events
- Experience of working with children and understanding safeguarding procedures (possibly with an enhanced DBS)

Job Description

Overview of Role

Your job is to create a warm, inclusive, welcoming and safe environment for customers, where they can buy games (online and in person) and participate in well run events. You will be serving customers in store and packaging online orders, and responding to customer requests in store and via social media.

Specifics

Your duties in the position will be to:

- Serve customers in-store
- Respond to customer messages via email and social media
- Keeping the shop floor, stock rooms, and communal areas, clean, tidy and well-stocked
- Organise and catalogue deliveries
- Listen to customers, understand their needs, and make all reasonable adjustments to ensure they feel safe and secure
- Be a friendly, welcoming and inclusive face of the business
- Follow and promote safeguarding procedures and our code of conduct
- Sell games, including offering advice to customers looking for games to buy.
- Maintain accurate records for all sales using our digital systems
- Update the website (where required)
- Package and send online orders
- Sort, catalogue and package single cards
- Undertake any other reasonable request.

What we offer:

- The role meets national minimum wage
- Staff discount on store
- Flexible working arrangements where possible
- Ability to develop specialist knowledge and skills

How to apply:

To apply, fill out the form on this link: <https://forms.gle/mvb51wGKe6xexVZg7>

Deadline for applications is Monday 14th September at 5pm

For any more information about the role contact Peter:

info@gamersathart.co.uk