

INDITEX Group (Zara, Massimo Dutti, Bershka, Pull and Bear, Zara Home)

ZARA

Massimo Dutti

Bershka

Pull and Bear

ZARA HOME

- **MANAGER/ HEAD CASHIER/ SALES ASSISTANT/ CASHIER/ WINDOW DRESSER**
- Closing date: **August 2008**
- **Full time (Manager and Head Cashier, Window dresser, Sales Assistant, Cashier) and**
- **Part time positions (Sales Assistant and Cashier)**
- Rate of pay: **TBC**
- Contact information:
 - **Please send your CV to email address: hhrruk@uk.inditex.com with following references:**
 - **Manager – ref: INDITEX White City Manager**
 - **Head Cashier – ref: INDITEX White City Head Cashier**
 - **Cashier – ref: INDITEX White City Cashier**
 - **Window dresser – ref: INDITEX White City Window dresser**

JOB DESCRIPTIONS: (see below)

Job Title	SALES ASSISTANT
Purpose	To support store objectives by delivering excellent service in line with our customer service standards and to ensure the effective maintenance of designated sections
Key Responsibilities	<ul style="list-style-type: none"> • Ensure that customers receive a quality service either face to face adhering to the minimums of customer service • Ensure the shop floor is replenished throughout the day • Continually develop stock knowledge and promotions throughout the store
Experience and Qualifications	<ul style="list-style-type: none"> • Previous fashion retail experience and/or excellent customer service experience
Person Profile	<ul style="list-style-type: none"> • Love/and or passion for fashion • Articulate and good communication skills • Energetic & Enthusiastic • Ability to work independently and as part of a team

Job Title	CASHIER
Purpose	To support store objectives and Head Cashier by delivering excellent service at the cash desk and on the shop floor in line with our customer service standards.
Key Responsibilities	<ul style="list-style-type: none"> • Ensure that customers receive a quality service by adhering to the minimums of customer service • Ensure complete efficiency when following procedures for processing sale, exchange and refund transactions at the cash desk. • Investigate and resolve discrepancies with support from Head Cashier • Ensure complete efficiency when following opening and closing cash desk procedures. • Assist with stock take preparation and processing when required.
Experience and Qualifications	<ul style="list-style-type: none"> • Previous fashion retail experience and/or excellent customer service experience • Previous cash handling experience desirable.
Person Profile	<ul style="list-style-type: none"> • Strong numerate and literacy skills • Ability to work under pressure • Articulate and good communication skills • Energetic & Enthusiastic • Ability to work independently and as part of a team • Passion for fashion

Job Title	HEAD CASHIER
Purpose	To take primary responsibility for the cash and transactions of the store, to supervise, provide support, guidance and training to all cashiers. To lead the cashier team in delivering excellent service in line with our customer service standards.
Key Responsibilities	<ul style="list-style-type: none"> • Ensure all departments have sufficient cashier cover by planning and managing the cashiers daily shifts in liaison with the management team. • Recruit, fully train and develop all cashiers in line with Company Recruitment & Selection and Induction Training procedures. • Ensure a high level of customer service is being provided from the cash desks at all times. • Maintain accurate records and control of daily and weekly staff commission documents • Ensure security measures are taken and that cashiers are updated regularly on these.
Experience and Qualifications	<ul style="list-style-type: none"> • Demonstrated cash desk experience or has cash handling experience within the retail sector. • Knowledge of cash and transaction operating systems • Supervisory skills desirable
Person Profile	<ul style="list-style-type: none"> • Strong numerate and literacy skills • Strong communication and interpersonal skills • Ability to lead by example, motivate and develop staff. • Accountability • Commitment to excellent customer service skills

Job Title: WINDOW DRESSER

Main Purpose

To be responsible for the decoration of store windows, in line with the Company's Brand.

Responsibilities

- Dressing Windows in the store
- Agreeing content of store windows based on commercial needs as well as aesthetic value and company guidelines
- Ensuring that windows are up to date
- Ensuring that windows are of the highest possible standard

Experience and Qualifications & Personal profile

- Experience in Window dressing, preferably in a similar environment
- Excellent Knowledge of fashion and the latest / future trends
- Good communication skills
- Ability to work under pressure
- Ability to work as part of a team

Job Title	MANAGER
Key Responsibilities	<ul style="list-style-type: none"> • Manage the department on a day to day basis whilst balancing strategic goals of the company • Lead and develop the management team in line with company standards and competencies • Ensure that profit and productivity goals are met through developing business plans, managing payroll hours, sales, productivity and P & L • Oversee all merchandise and stock management systems to remain competitive in the marketplace • Ensure that customer service standards are met
Experience and Qualifications	<ul style="list-style-type: none"> • Experience of managing a fashion retail operation • Strong supervisory skills • High level of numeracy, written and verbal communication skills are essential
Person Profile	<ul style="list-style-type: none"> • Ability to lead, motivate and develop staff • Commitment to providing excellent customer service • Passion for fashion and the brand