

## Job Description

Visitor Attraction	Llyn Brenig Visitor Centre (Conwy)
Job Title	Retail Assistant
Rate Of Pay	£10.90 per hour
Contract Type	Casual
<p>Summary</p> <p>We are looking for a friendly people-person to join our retail team. We seek someone who will proactively engage with customers, answering enquiries and provide them with the information they need to get the most out of the site so that they leave with a positive experience. You will have a role in driving shop sales, the upkeep of the retail area, filling shelves and keeping track of stock. Till-training will be provided.</p>	
Who You'll Work With	<ul style="list-style-type: none"> <li>• Business Support</li> <li>• Retail Supervisor</li> <li>• Visitor Centre Staff</li> <li>• Rangers</li> <li>• Customers</li> <li>• Local residents</li> </ul>
Work Pattern	<p>Approximately 3 days per week, with more hours likely through the busy summer months.</p> <p>Requirement to work weekends and bank holidays</p>
Essential information	<p>Driving licence / own transport essential as Llyn Brenig is not served by public transport.</p>
<p>Benefits</p> <p>As well as a market competitive salary:</p> <ul style="list-style-type: none"> <li>• Additional pay to cover accrued leave entitlement</li> <li>• Free on-site parking at all our sites</li> <li>• 20% off all Welsh Water visitor attraction centres and gift shops</li> <li>• An employee assistance programme for employees and their immediate family</li> </ul>	

Responsibilities include:

- Work to appropriate safety procedures to ensure the wellbeing of all persons on site.
- Provide a friendly information service to visitors about places to walk, cycle and other activities.
- Display shop items and maintain counter stock to maximise income.
- Daily reconciliation of income with till receipts.
- Engage with visitors as an ambassador of Welsh Water.
- General cleaning duties within the retail and storage areas.

Qualifications, Experience, Knowledge

Essential

- Ability to deliver excellent customer service
- Ability to work on own initiative

Desirable

- Ability to communicate effectively in Welsh

## How To Apply

Email the following to: [Brenig.jobs@dwrwymru.com](mailto:Brenig.jobs@dwrwymru.com) quoting job title Retail Assistant in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.