**Sofa Customer Services and Sales Assistant - Job Description**

This Job Description is intended as a general indication of the main responsibilities of the job

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| **Job Title** | Customer Services and Sales Assistant |
| **Reports To** | CEO |
| **Main Purpose of Job** | To ensure the smooth running of the sales floor and to offer a high-quality service to donators and customers |

### Main Responsibilities

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| 1 | Serving customers, dealing with enquiries, arranging delivery when necessary |
| 2 | Processing cash, card and other customer payments |
| 3 | Arranging for approved donations of furniture to be collected |
| 4 | Handling product returns and payment refund requests |
| 5 | Helping with movement, inventory and presentation of stock in the warehouse |
| 6 | To assist in the movement of stock by road transport, including van driving. |
| 7 | To assist and support new volunteers as directed. Ensure that volunteers understand the customer service standards that we aspire to as an organisation |
| 8 | To follow all statutory Health and Safety requirements and those detailed in the organisation’s Health and Safety policy and risk assessments |
| 9 | Work flexibly and to be prepared to contribute to all areas of work in the organisation |
| 10 | Collect and share feedback from volunteers, work placement trainees, donors and customers with the CEO |
| 11 | To undertake any other reasonable tasks as deemed necessary by the CEO |
| 12 | To promote equal opportunities and value diversity in accordance with Statutory and Sofa’s Equal Opportunity and Diversity Policy |
| 13 | To undertake any other duties as required by Sofa Trustees which are consistent with the aims and objectives of Sofa |

**Other Requirements**

* Adhere to Sofa’s Health and Safety Policy
* Work flexibly throughout the week excluding Sundays
* Attend occasional meetings
* Attend and or complete training courses as and when required
* Support team members complete their training as required
* Assist with any other relevant ad hoc duties as and when required
* Be a building keyholder and open and lock the building when required