



## Vacancy - Retail Supervisor (and Business Centre Assistant)

**Mail Boxes Etc Brighton** has over 15 years experience of providing a comprehensive range of business services, all uniquely accessible in a single high street location. We specialise in Shipping, Printing, Design and Mail Box Rentals along with a growing retail business supplying packing materials, stationery, and office supplies.

This position is offered on a permanent basis, for up to 40 hours per week to include weekend working.

**Reporting to:** Business Centre Manager

### Role Outline

1. Responsible for maximising sales through delivering high levels of customer service and managing stock levels for a stationery and office supplies retail operation.
2. Providing excellent customer service and support throughout all the business centre's services.

### Key Skills

- A strong commitment to customer service
- The ability to work as part of a team
- Excellent communication and 'people' skills
- Decision-making ability and being able to take responsibility
- The ability to work under pressure and handle challenging situations
- Confidence, drive and enthusiasm
- The ability to lead and motivate when necessary
- Knowledge/experience of some or all of; printing, copying, packaging, shipping or design would also be desirable
- Computer and Microsoft Office Literate.

### Main duties

- Managing store stock control to maximise sales and reduce shrinkage
- Creating and implementing eye-catching window displays and in-store promotions
- Maximising sales opportunities, identifying new product lines in conjunction with Centre Manager.
- Implement initiatives for up-selling and cross-selling throughout store
- Maintaining high levels of merchandising and housekeeping throughout the store
- Maximising margins, monitoring local competitors and recommending pricing levels to centre manager.
- Training team members in product knowledge and customer service
- Supporting management team with store opening/closing (key holding) and cashing-up responsibilities.
- Processing and fulfilling orders for print, packing, shipping, bespoke map and general services.
- General administration as required by the business.
- Complying with all company systems, policies and procedures (inc. health and safety).

The position is offered with 28 days holidays per year (inclusive of bank and public holidays) with a salary package of up to £15,000 (negotiable dependant on skills/experience), Whilst we will accept a CV in application, it must be accompanied with a completed copy of one of our application forms.

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