



### Retail Department Vacancy

<b>Position</b>	<b>Customer Service Assistant (Retail)</b>
<b>Location</b>	Tynecastle Park Stadium, Edinburgh
<b>Department</b>	Retail
<b>Report to</b>	Clubstore Manager
<b>Salary</b>	£9.90 per hour plus excellent staff benefits
<b>Hours</b>	Full-time, 37.5 hours per week, 5 out of 7 days. The role requires weekend work and occasional work in the evening.  <i>Please note that we are open to discuss potential part-time work opportunities to accommodate external commitments however, please state your availability within your CV/ Covering Email.</i>
<b>Start Date</b>	As soon as possible

Heart of Midlothian is a Scottish Premiership Football Club and an Edinburgh institution with a proud heritage dating back to 1874. The Club has undergone a remarkable transformation in previous years including a redeveloped stadium and club store which has contributed to the Club's major commercial success in Scottish football.

An exciting opportunity has arisen at Heart of Midlothian Football Club with the department continuing to transform its retail operation, we are currently looking to expand the team within the Club Store. We are looking to recruit one full-time Customer Service Assistant; however, we are open to discussions regarding part-time working options if successful for interview. This is an excellent opportunity for anyone looking for a new opportunity in retail with an interest in Scottish Football, to top up their income with part time opportunities or for a student looking to earn some extra money.

#### **Key Accountabilities:**

- Ideal candidate will be involved in over-the-counter retail sales and internet sales
- Handle customer payments by cash and card payments as per the cash handling policy
- Responsible for efficiently handling customer enquiries on the shop floor, over the counter, telephone and online
- Have excellent Hearts' retail product knowledge and knowledge on clothing sizes
- Ensure all transactions are processed through the till system and stock is handled in the correct manner
- Deal with customer complaints effectively and in line with the company procedure.

- Maintain good housekeeping in immediate areas within the Shop in a clean and tidy fashion

**Qualifications and Experience:**

Previous customer services experience in a retail operation is an advantage but not essential as full training will be provided. Ideal candidate must have excellent interpersonal and communication skills, can work under pressure, be motivated and be a team player. Must have good command of English. Ideal candidate should also be aware that due to working a home match, they will be unable to attend the home matches.

The ideal candidate must be able to evidence Legal Right to Work in the UK. You should also be aware that due to the nature of the business, flexibility with working hours is essential with a requirement to work on match days.

**How to apply:** If you think that you meet the criteria, please send a short Covering letter or email and CV to [recruitment@hompfc.co.uk](mailto:recruitment@hompfc.co.uk) or alternatively you can request an application form from this email address. **We anticipate that interviews will take place via Zoom.**

**Closing Date:** Close of play – 5 July 2022

**HEART OF MIDLOTHIAN FOOTBALL CLUB IS AN EQUAL OPPORTUNITIES EMPLOYER AND FULLY COMMITTED TO THE SAFEGUARDING AND WELFARE OF VULNERABLE GROUPS. HEART OF MIDLOTHIAN IS A LIVING WAGE ACCREDITED COMPANY.**