



JOB DESCRIPTION

GIFT SHOP ASSISTANT



SAVING SPECIES FROM EXTINCTION | WWW.DURRELL.ORG

DURRELL WILDLIFE CONSERVATION TRUST is a Registered Charity with the Jersey Charity Commissioner, registered charity number: 1
DURRELL WILDLIFE CONSERVATION TRUST - UK is registered in England and Wales. A charitable company limited by guarantee. **REGISTERED CHARITY NUMBER** 1121989
REGISTERED COMPANY NUMBER 6448493 **REGISTERED OFFICE** c/o Intertrust Corporate Services (UK) Limited, 1 Bartholomew Lane, London, EC2N 2AX

INTRODUCTION TO DURRELL

Durrell Wildlife Conservation Trust is an international charity working to save species from extinction. Headquartered in Jersey in the Channel Islands, Durrell focuses on the most threatened species in the most threatened places.

Established by author and conservationist, Gerald Durrell, in 1959, Durrell delivers its conservation mission through our three integrated core areas of operation:



**A centre of excellence
in animal husbandry,
research, training and
education**



**Training future
conservation practitioners
and monitoring and
evaluating conservation
science which underpins
all Durrell activities**



**Conservation action
where it is needed most**

With a track record of 60 years, Durrell leads some of the world's longest running and most successful species and habitat recovery programmes. The quality of our work is equally as important as how we deliver it. Our values, underpin how we approach our work and the work environment we create.

OUR VALUES

PURPOSEFUL

We are clear on why we do what we do, are connected as an organisation, we understand and demonstrate enabling / delivery, we are passionate about what we do and work tirelessly to achieve it.

ACCOUNTABLE

We are accountable for our actions; we act with integrity and always have the best interests of the Trust at heart. We take it upon ourselves to update our knowledge and deliver excellence, and our ethics are of the utmost importance.

SUPPORTIVE

We develop and encourage our staff, we work as a team, work well with other departments and trust and respect each other. We promote a learning culture, treat people fairly, encourage diversity in the workplace, and value the opinions and views of others.



JOB PURPOSE

To work as part of our Gift Shop team at Jersey Zoo, delivering excellent service to all Jersey Zoo visitors and Durrell supporters. The right person will be a strong communicator who is enthusiastic in supporting team members, with a passion for customer care and the ability to remain calm and professional in a fast-paced environment.

GIFT SHOP ASSISTANT

DEPARTMENT
Retail

REPORTS TO
Gift Shop Assistant Manager

CONTRACT
Permanent

LOCATION
Jersey



KEY RESPONSIBILITIES

- Approach all enquiries in a professional, timely and courteous manner. This may be in person, on the telephone or via e-mail.
 - Greeting and assisting customers with their choice of good in the shop.
 - Develop strong and loyal relationships with our members, supporters and visitors.
 - Recommending suitable products when appropriate.
 - Apply correct discounts to member and staff transactions where appropriate.
 - Packing, wrapping, and taking payment for goods.
 - Ensure till floats are correct in the morning and tills are cashed up accurately in the evening. Where there are discrepancies, this must be noted and raised with the Gift Shop Manager or another senior member of staff.
 - Arranging and replenishing product displays, adhering to set merchandising guidelines – training will be provided.
 - Taking delivery of retail stock, pricing, storing, merchandising, and transporting to correct destination as required.
 - Maintain a clean, tidy and fully stocked shop.
 - Monitoring receipt of emails to the general Visitor Centre inbox and responding accordingly.
 - Support the fulfilment of online shop orders.
 - Monitor in-house radio communication for emergency calls and summon emergency services if required. To keep updated with all Durrell emergency procedures.
 - Assist with regular stock taking, ensuring accurate counts and reporting to relevant colleagues.
 - Occasionally provide cover at other Durrell retail sites when the need arises, or any other reasonable duty requested.
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BEHAVIOURS AND VALUES

- Excellent organisational skills.
- Ability to react to unexpected operational challenges in a calm, efficient and professional manner.
- Works collaboratively with all stakeholders.
- Possesses a strong customer service ethos and builds good working relationships.
- Accountable for own responsibilities and sets a positive example to others.



KNOWLEDGE, SKILL AND REQUIRED EXPERIENCE

- Experience within an administration and customer service environment is preferable.
- Outstanding customer service ethic.
- Able to interact with large numbers of visiting public.
- A high level of initiative and excellent oral and written communication skills.
- Proven ability to always act in a courteous manner and to show high levels of discretion, tact and diplomacy in resolving customer issues.
- Excellent time management skills and the ability to work under pressure.
- A clear communicator with an ability to deliver messages accurately and swiftly.
- Computer literate, with experience of using Microsoft Word and Excel.
- An excellent telephone manner.

