



Job Specification.

- Position Title.** Pet & Aquatic Assistant.
- Position Type.** Permanent
- Job Overview.**
- Delivering excellent customer service standards whilst ensuring that the care, health and well being of our livestock is maintained.
 - Stock replenishment and stock presentation, pricing of stock.
 - General maintenance and cleaning of the tanks and cages.
 - Careful handling of live animals, fish and aquatic plants.
 - Giving good quality help and advice to customers on the selection and aftercare of products and livestock.
 - Additional customer service and retail duties apply throughout the centre such as till duties, answering phones, working on reception.
- Department.** Based in Pet & Aquatics however flexibility to cover other departments is required especially over the Christmas period.
- Contracted Hours.** 4 full days per week, plus 27 late nights per year, includes alternative weekend working.
- Seasonal Hours.** Possible additional hours at peak trading times, and late night.
- Pay Scale.** To be discussed at an interview.
- Benefits.** Employee discount on purchases, free staff uniform and company pension scheme after a qualifying period. Child care voucher scheme is available. Holiday pay.
- Preferable Skills**
- We are looking for someone with a knowledge of and some working experience in the care and maintenance of livestock such as small animals, birds, reptiles & fish and their associated products. Someone preferably with more than just experience of your personal pets.
 - Any animal or retail qualifications would be of benefit.
 - A general positive interest in retailing and customer service.
 - Experience using an Epos system (electronic till) would be of benefit, and a good level of computer literacy to use excel and other office applications.
 - Experience with filtration systems would also be a benefit.
- Requirements.** Must have good communication skills, be positive and enthusiastic towards the role and our company. Have the ability to work as an individual and as part of different teams. Have a willingness to learn.
- Other Information.** Additional conditions will apply to our standard terms of employment. Training will be given by the Department manager and his team. This is an overview of the role and not a full job description.