Store Supervisor

Just for Pets Cambridge | 253 Barnwell Rd, Cambridge CB5 8SL

We are recruiting or a Store Supervisor for our Just for Pets Cambridge store located 253 Barnwell Rd, Cambridge CB5 8SL.

Are you able to manage and motivate teams to increase sales? Do you pride yourself in your ability to work under pressure, manage conflicting tasks and deadlines? Are you able analyse sales figures and forecast future sales? Sound like your ideal role? Then please read on...

We put all pet's health and well-being first. All our teams receive extensive training from Hannah Molloy of Channel 4's Puppy School to give all our customers and their pets the very best and most up to date advice. With 25 stores all open 7 days a week for all pet needs from raw feeding and natural deli treats to hay and rabbit food.

As passionate pet people, Just for Pets have a genuine desire to provide the best possible shopping experience for our customer and their pets across our 23 stores. So, whether they're shopping with us online or instore, our friendly and knowledgeable teams are here to help.

Pay Rate	**Contractual Hours**
£12.90 per hour	24 hours per week on site in store

Job Duties:

- **Opening and Closing Responsibilities:** You will be responsible for opening and/or closing the store. This involves tasks such as unlocking or locking doors, activating or deactivating alarms, and ensuring the premises are secure before leaving.
- **Sales:** Responsible for promoting and selling products such as pet food, accessories, toys, and grooming supplies. This involves actively engaging with customers, upselling or cross-selling products, and processing transactions.
- **Customer Service/Assistance:** Helping customers find products suitable for their pets, offering advice on pet care, nutrition, and health. This could also involve handling complaints.
- **Stock Management:** Ensuring that shelves are well-stocked, neatly organised, and products are correctly priced. This may involve restocking shelves, receiving deliveries, and booking in deliveries.
- **Pet Care:** Assisting customers with questions about pet care, including advice on at home grooming, basic training, and general well-being of pets.
- **Store Maintenance:** Keeping the store clean, tidy, and presentable. This includes tasks like sweeping floors, dusting shelves, and maintaining a welcoming environment for customers and their pets.
- **Knowledge of Products:** Staying informed through Myagi and self-motivated learning, such as product suppliers and Pet Industry publications, about the latest products, pet trends, and industry developments to provide accurate information and recommendations to customers.
- **Promotions and Events:** Wholeheartedly participating in promotional events, sales campaigns, and pet-related activities to attract customers and increase sales.

Required Skills:

1. Reliability: Dependability and trustworthiness to fulfil opening and closing responsibilities, and handle cash securely.
2. Customer Service: Excellent interpersonal and communication skills are essential for assisting customers effectively and providing exceptional service.
3. Sales Skills: Ability to persuade and influence customers, upsell or cross-sell products, and meet sales targets through effective communication and product knowledge.
4. Teamwork: Collaboration with colleagues to maintain store operations, assist customers, and achieve common goals.
5. Attention to Detail: Being meticulous in maintaining product displays 'packet perfect', pricing accuracy to uphold store standards.
6. Computer Literacy: Basic proficiency in till systems and Myagi to ensure continuous professional development.

Desirable skills:

1. Product Knowledge: A good understanding of our range of luxury pet products, including pet food, accessories, toys, and grooming supplies.
2. Pet Care Knowledge: Basic knowledge and understanding of pet care, including nutrition, health, grooming, and behaviour.
3. A Growth Mindset: At Just for Pets, we pride ourselves on promoting from within. We believe in retaining our best talent by offering promotions, training and development which includes accredited courses.

Benefits

- Training & Development available
- Workplace Wellbeing Initiative
- Profit Related Pay based on company profits
- Instant access to a free, 24/7, confidential GP service for all Just for Pets Colleagues and their family
- A fantastic EAP scheme for all our employees which gives great access to counselling, GP service, lifestyle and wellbeing advice
- Access to WageStream, a great financial wellbeing tool
- Staff discount on Pet Products from 3 months service

Email jfpvacancies@justforpetstores.co.uk to apply