

Youles Motorcycles

Job Description

Job Details

Job Title:	Part Time Clothing Assistant
Hours of work:	28.5 hrs
Hourly rate	£9.00 per hr
Base:	Pendle Street Blackburn Lancs
Reporting arrangements:	After Sales Manager

Job Purpose

The main purpose of this job is to welcome customers and direct them to the correct department during busy weekend periods. Helping with the sale of Triumph clothing and helmets. Also some posting of social media.

Duties and responsibilities

The post holder will be responsible for a variety of tasks including:

- Serving customers with both fashion and technical clothing.
- Ensuring customers that are waiting for the workshop to do work on their bikes are kept informed as to progress.
- Re stocking of items that have been sold.
- General housekeeping of the clothing department.
- Working with other members of the Youles Motorcycles staff to resolve queries.
- Some merchandising of clothing displays.
- Posting of material on social media

Other

Training will be provided, by our existing team on the fitment of helmets and other items of technical clothing. Completion of Triumph online training will also be used in initial training. The successful applicant will be shown how to sell items through our dealer management software and place customer orders.

Basic computer literacy will be a definite advantage.

The days of work for this role are Thursday and Friday 10.00hrs - 18.00hrs Saturday 9.00hrs – 17.00hrs and Sunday 11.00hrs – 16.00hrs

The range of duties outlined above are not exhaustive and are intended only to give a broad idea of the responsibilities of the role. They may be subject to some changes or additions, in the light of changing circumstances.

Essential

An interest in fashion clothing and motorcycle culture.

Good communication skills are essential, as is a polite and helpful manner with both customers and colleagues.

A happy smile and an outgoing personality.

Desirable

A keen interest and knowledge of motorbikes and scooters is desirable, although further training can be given.

Part time clothing assistant**Working Thursday Friday Saturday and Sunday**

You will be based in our Blackburn Store serving customers within the clothing department. You are expected to be helpful and project the company values on customer service. There are a whole range of duties that you will be trained to perform with in the clothing department mainly selling fashion and protective clothing. Along with general house keeping and merchandising. On occasions just ensuring that customers are comfortable and at ease whilst a member of the sales team can attend to them will be part of your role. This is a weekend position as these are our busiest trading days. Hollidays are 20 days plus Bank Holidays pro rata. Holidays will be required to be taken in the off season

Good customer facing skills are essential along with a positive attitude and the ability to communicate effectively on both the telephone and in person.

This position would suit somebody who enjoys meeting the general public and is passionate about giving outstanding levels of customer service. A happy smile and bubbly personality are part of the Youles culture.

Youles motorcycles prides itself on its honesty integrity and a strong work ethic. Youles Motorcycles will contribute to your pension and have an excellent staff purchasing scheme.

An understanding of the motorcycle market along with some experience in merchandising clothing would be an asset.