



Job Title: Retail Assistant

Location: Blue Planet Aquarium – Ellesmere Port

Contract Type: Permanent variable

Salary: National Minimum/Living Wage

Job Description

This is an exciting opportunity for an enthusiastic, hardworking individual with a passion for animals and animal conservation to join our retail team at the Blue Planet Aquarium.

Join the team at the Blue Planet Aquarium where we offer visitors a the chance to experience a huge collection of fish, including one of Europe’s largest collection of sharks in a huge 3.8 million litre tank with one of the longest underwater viewing tunnels in the world!

Duties/ Responsibilities

- Ensure that all guests are made to feel welcome upon arrival to the gift shop.
- Provide a high level of customer service ensuring guest satisfaction.
- Maximize revenue by offering guest alternatives and upselling.
- To be knowledgeable about all products those are on offer and through out the Aquarium, including show and feed times during the Peak and off peak seasons.
- Respond to guest inquiries and works with other departments and fellow colleagues to meet these requests.
- Maintain cleanliness and organization in all Retail areas including Stockroom standards.
- Use professional phone manner when speaking with future guests, internally and externally.
- From time to time the company or the General Manager may make reasonable requests for you to undertake duties not necessarily covered in the above.

Key Skills

Required

- Being able to deliver excellent customer service to all customers.
- Being able to communicate to a wider customer base including the younger audience.
- Ability to respond to questions from the guests offering appropriate options or resolutions.
- Team player and proactively looks for better ways of working.
- Strong organizational skills with the ability to handle different priorities across multiple departments.

Desirable

- Having a flair for merchandising product displays, this will be eye catching and increase revenue.
- Previous experience working in a fast pace retail environment is desired.
- Any previous cash handling experience is also desired.

Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

How to Apply

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, at: recruitment@asprouk.com. Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

Equally you can apply on our Indeed platform by searching for Aspro UK.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not

heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

Equal Opportunities

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.