

Job Description

Role	Team member - Operative
Start Date	ASAP
Venue / Location	Weston-Super-Mare Branch
Type	Permanent role
	Part Time
Hours	TBC

Remuneration:

Salary	£7.50per hour rising to £7.85 after induction completion (Max 12 weeks)
Bonus	TBC
Holidays	Paid 4 weeks pa and Bank Holidays
Review	YES. Per annum 1 st April 2018 next review
Notice period	2 weeks in writing

Reporting lines

Reporting to:	Branch Manager / Partner
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Role & description

Purpose	To assist in both the production phases and customer service processes adopted by IRONING 4 U. Ensuring that customer are satisfied within the companies charter in terms of quality of product and services
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<p>Key responsibilities</p>	<p>Back of House operation; To assist in the production of quality ironed / pressed garments. Weighing and pre-checking garments ready for processing Quality control check all garments post production Following production, prepare and package customer orders to the company spec and design ready for despatch To assist in the delivery process either in the preparation and loading of the company vehicle with orders ready for despatch or by actually delivering orders to customers homes</p> <p>Front of House operation; Processing orders from customers Processing payments (Cash, credit card etc.) Preparing customer invoices Dealing with customer queries Dealing with new customer enquiries (Face to face or by telephone) Recording details of potential customer complaints and adopting the recognised customer procedure</p> <p>Delivery / Driving operations; Load / unload customer orders from company vehicles Make local delivery following a predefined plan Collect payments from Customers Collect ironing and garments for processing by ironing 4U Adopting processes to ensure safe handling of laundry both safely and without risk of injury or damage to garments.</p>
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Knowledge and Skills

<p>Requirement</p>	<p>Good interpersonal skills when dealing with the public Ability to plan and prioritise effectively Works well under own initiative without constant supervision Shows initiative and willing to participate with opinions and ideas Previous retail training advantage (level 3 NVQ) Knowledge of garment processing an advantage (Dry Cleaning / pressing)</p>
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