

# OUR *people*

## Personal Shopping- Transaction Assistant

<b>Position Title</b>	Transaction Assistant
<b>Reports To</b>	Operations Assistant Manager
<b>Business Unit</b>	Personal Shopping
<b>Location</b>	Knightsbridge
<b>Date</b>	October 2012

### Position Purpose

To provide an impartial central support to our Personal Shopping team, consistently offering a high level of service. Primary duties involve all processing, packaging and dispatch of their Clients shopping requests.

This will include compliance with store policy and adherence to service standards defined within Personal Shopping.

To be accurate and work to timelines ensuring maintenance of financial paperwork for audit and security purposes.

### Principal Accountabilities

- Know each process and be fully trained on the till functions and support services to facilitate the transaction process including dispatch procedures, export procedures, alterations, dynamic currency conversion, china union payment card and special handling of merchandise
- Ensure the requests are managed in a timely manner, always working to exceed the teams and Clients expectation, delivering in line with defined KPI's and SLA.
- Communicate clearly and concisely with colleagues through all channels- providing the very best level of support
- Is polite at all times and works to achieve and maintain the departments agreed standards of Service excellence.
- Works quickly and accurately and is able to meet deadlines without affecting quality of work.
- Logs all work correctly, in a timely manner and is able to locate as required including goods on approval, bank transfers, gift card sales, transactions to be completed in transaction services, dispatches
- Process all complex transactions including export transactions- all permutations including preparation of CITIES, CCO, MIB, VAT invoices etc.
- Ensure compliance to Management controls including Special pass docket process, stock tracker, stock on approval, security device removal, Sunday due diligence guidelines
- Ensure Rewards card profiles are updated with required Client details on Insight
- Wrap and pack all Client shopping in line with defined guidelines
- Follow through with all additional services including bespoke gift wrap, Rewards gift boxes, engraving

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## Systems Knowledge

- Able to demonstrate detailed systems knowledge and is able to use systems consecutively to execute a task
- Have detailed till knowledge, works without mistakes and uses their knowledge to resolve issues and queries
- Maintain an accurate directory of key staff, products/services and departments in the store
- Can multitask, working on set tasks whilst answering incoming phone calls and emails
- Is flexible and adaptable in accordance with changing priorities through the working day

## Teamwork

- Is a team player and supports new and less experienced colleagues and shares knowledge, coaching and checking for understanding
- Asks for help as required
- Is motivated and results driven
- Is adaptable and flexible in relationships with others
- Is tactful and able to negotiate to achieve the desired outcome
- Challenges Managers and escalates where appropriate and as needed

## Personal Standards

- Adheres to dress code at all times and understands the importance of dress code on perceptions of the Personal Shopping team
- Is punctual and adheres to schedule
- Maintain enthusiasm and motivation at all times
- Has a desire to learn and improve on existing processes and standards
- Assist the Operations Assistant Manager with any additional duties as required.

## Other

- Contracted hours are worked in line with schedules defined by the Operations Assistant Manager- this includes weekends and Bank Holidays as required. This is subject to change dependant on the business and department needs
- Other ad hoc duties as required

## Key Performance Indicators (KPI's)

## Competencies

- Integrity & Trust.
- Planning & Organisation.
- Resilience & Composure.
- Customer Focus.
- Excellent communication skills
- Delivers Great Performance