

**Sports Retail Customer Service Representative**

Company – Paulredsports Ltd t/a MR Cricket Hockey

Location – Burwell, Cambridgeshire

Salary – Competitive, dependant on experience.

Job type – Full-time or Part Time (24 hours minimum) considered.

Closing date – Sunday 28<sup>th</sup> May 2023

**Job Description:**

About MR Cricket Hockey:

Formed in 2007, Paulredsports Ltd (trading as MR Cricket Hockey) has become an expert in sports goods retailing, school uniform and sportswear supply. Based in Burwell, just north of Cambridge, we specialise in the sale of cricket and hockey equipment, whilst supplying over ten independent schools with uniform and sportswear. We also manage over 100 personalised online shops for sports clubs around the UK. We are a family run dynamic business with the emphasis being on delivering a high quality level of customer service, both face-to-face in the shop, over the phone and online. We aim to add value to our customers experience every step of the way.

**Job requirements:**

As a Sports Retail Customer Service Representative you will be responsible for dealing with customers, answering queries, selling goods, handling payments, dealing with online orders and making sure that the goods are attractively displayed. As we are specialists in Cricket, Hockey and Clothing you will need a level of specialist product knowledge and training is available should it be required.

Apart from these specific tasks, you will be expected to continually look for ways to increase sales, improve efficiency and customer service. We always look to invest in our staff and after showing a level of competence in the current role it is the companies desire to support and encourage staff to grow and take additional responsibilities in areas they excel.

Full time role you will be required to work 40 hours a week across 5 days including occasional Saturdays and a late night weekday openings. Part time would require a minimum of 24 hours per week.

**The successful candidate will need to:**

- Be ready and able to work within a strong, growing team.
- Enjoy working with the public.
- Have a polite, helpful manner.
- Be confident and assertive.
- Be competent with numbers.
- Able to use modern computerised equipment such as cash tills.
- Have plenty of stamina.
- Have a commitment to customer service.
- Be able to work under pressure and handle challenging situations.
- Have business sense and an understanding of retail laws.

**In return you will receive:**

- Salary competitive, dependant on experience. Target driven annual bonus.
- Company pension scheme.
- 20 days annual leave plus bank holidays.
- Complimentary staff uniform and discounted sports equipment and clothing.

For more information or to apply please email covering letter and CV to [merrick@mrcrickethockey.com](mailto:merrick@mrcrickethockey.com)