**Person Specification**

**Lang Toun Cycles Shop Assistant**

**Essential**

* A friendly, inclusive and welcoming manner
* Enjoy working with people
* Ability to motivate and encourage others
* Excellent communication and customer service skills
* Experience of retail procedures including cash handling and stock recording
* Excellent organisational skills
* Flexibility and the ability to adapt according to the needs of the project
* The ability to work well on own initiative and as part of a team
* Good literacy, numeracy and IT skills including use of Microsoft Excel and Word
* A commitment to being environmentally friendly
* A willingness for continued learning and personal development

**Desirable**

* A passion for cycling
* An interest in cycle mechanics and repair
* Previous experience of working or volunteering in a retail environment
* Experience of working with volunteers
* An enthusiasm for and understanding of social enterprise
* Experience of marketing and promotion
* Experience of resolving customer complaints
* A clean driving licence