

Equestrian Sales Representative – Job Description

Due to expansion, a vacancy has arisen for an equestrian sales representative at our store here in Billingshurst, one of the most comprehensive retail stores in the South. We are dedicated to providing excellent customer service, expert knowledge and the highest quality products. The team here really are the heart of Equitogs and we are looking for someone who has a real desire and drive for sales and all things equine.

We are seeking a sales driven, dedicated, charismatic, motivated and friendly individual with a solid equestrian knowledge and a desire for giving first class customer service. The ideal candidate will be able to draw on their own equine experience in order to offer the best possible advice and develop loyalty with our customers by building strong relationships through a 1-2-1 personal shopper style approach to sales.

Duties include:

- To welcome and provide customers with accurate product knowledge and advice, to ensure that every possible sales opportunity is met to the best of our ability.
- Demonstrate an ability and willingness to learn about all the products within the store and be aware of all current promotions and new launches/products
- Answering the phone with a professional telephone manner, engaging with customers with a confident and helpful demeanour and ensuring that customer enquiries are responded too quickly and effectively.
- Being responsible for processing payments through the till system and dealing with refunds and enquiries efficiently.
- General housekeeping duties to ensure the store is clean and well presented at all times, along with the ability to merchandise stock with a good eye for attention to detail.
- Participate in team meetings
- Carry out any additional duties as required

Personal skills required:

- Love interacting with customers and a real people person
- An ability and hunger to sell, using excellent communication skills and expert knowledge
- Have a genuine passion for horses and be familiar with the brands that we sell
- Have a keen interest in equestrian sport and an awareness of sporting events within the industry
- Competitive experience as a rider and/or groom is a bonus, but not essential
- Confident, outgoing and have a zest for life
- Driven and motivated to learn and succeed
- Punctual and focused
- Polite and helpful

Job Type: Full time - 5 days a week 9:00am - 5:30pm (40 hours per week) to include Saturdays (Saturday supplement is paid). The store is based in Billingshurst, West Sussex. We may also consider part time roles for experienced candidates.

We are looking for someone to settle as part of our team and look upon this role as a long-term job opportunity.

Salary: From £24,000.00 - £30,000.00 basic and is dependent on candidate/experience. Sales performance incentives/bonuses are also offered in addition to above salary.

Full training will be provided on all products, safety items, till systems and the day to day running of store.

To apply for this role, please forward your CV to info@equitogs.com, for the attention of Rachel Dowson, with a covering letter explaining why you would like to work for Equitogs.

Closing date for applications is 10th March 2023