

JOB DESCRIPTION

Position: Pharmacy Sales Assistant

Schedule: Part time/Full time

Purpose of Role:

- To deliver excellent customer service and to provide advice and information as required to customers on all product ranges available in the Pharmacy.
- To maintain the standard of category management and merchandising within the Pharmacy as directed by the Managing Pharmacist and in line with Company standards.

Duties and Responsibilities:

- To provide product information and advice to customers across all product ranges in the Pharmacy, consulting with the Managing Pharmacist as appropriate.
- To maintain good stock control including; rotation of stock, maintaining appropriate stock levels, using correct suppliers, and ensuring that the delivery details are correct as set down by the Managing Pharmacist.
- To deliver professional and efficient customer service at all times, enhancing the relationship with Pharmacy Customers.
- To work effectively as part of the Pharmacy team, being flexible and adaptable, assisting in all areas of the Pharmacy operation as required by the Managing Pharmacist.
- To maintain cooperative and professional working relationships with colleagues at all times.
- To fulfil the request for specific over the counter medicines appropriately using WWHAM questioning and recommend a suitable medicine referring to the Pharmacist where appropriate.
- To be vigilant and adhere to the correct procedures with regards to security and the handling of cash and receipts within the Pharmacy.

- To ensure that the Pharmacy is kept clean and tidy and any Health and Safety issues are brought promptly to the attention of the Pharmacy Manager.
- To participate in training and development programmes provided by the Pharmacy and to be proactive in developing the job function.
- Any other duties as required.

Qualifications, Experience & Skills Required

- 1 years experience in Pharmacy/Retail/Hospitality.
- Cashier experience an advantage.
- Excellent communication skills, both written and verbal.
- Ability to use discretion when addressing customer queries and to treat customer/patient information confidentially.
- Good attention to detail.
- Organised with a proven ability to multi-task successfully under pressure.
- Ability to work on own initiative and as part of a team.
- Basic IT skills are an advantage