



JOB TITLE – Retail Associate

LOCATION – Lower Regents Street, Saint James' Store

Hours – Full & Part time

BEFORE APPLYING

Our philosophy as a camping company is that we are all product users, so we provide customers with rich experiences that inspire us all.

It is therefore a pre-requisite that you enjoy camping and an outdoor lifestyle.

ROLE DESCRIPTION

As a Retail associate, you'll become a brand ambassador to help lead the success of our flagship store on Regent Street, London. Reporting to the store manager, assistant store manager and supervisors, your key responsibilities include assisting with day to day running of the store, operations assistance and providing exceptional customer experiences with the goal of building a community of people who want to camp with us!

Service & Community:

- *Ensure all service and sales expectations set by the store manager are met consistently with no missed opportunities.
- *Be proficient in providing a range of hot drinks and other refreshments from the café for customers.
- *Follow-up with customers following their purchases or adventures.
- *Ensure all customers are invited to receive our community newsletter.
- *Build relationships with customers through sharing stories, photos, advice, and personal experiences.
- *Build on our catalogue of recommended campsites.
- *Process customer transactions efficiently with excellent point-of-sale/cash-handling accuracy.

Operations:

- *Ensures deliveries are checked off, priced, activated, and put away in a timely manner.
- *Ensures sales floor is appropriately stocked, replenished, and priced.
- *Maintains store visual merchandising standards.
- *Responsible for cleanliness of both customers facing and back of house areas.
- *Ensures daily reporting is accurate and completed.

Specialised skills / knowledge / experience:

- *Previous outdoor retail experience.
- *Extraordinary customer service.
- *Passionate about camping and the outdoors.
- *Keen to host and camp with internal and external partners & community members.
- *Familiar and comfortable with camping & outdoor activities in all seasons and weather conditions.

*Strong verbal and written communications skills.

*Possess strong organizational and time management skills.

*Basic knowledge of operating personal computers, POS systems, and various software packages including MS office

DIRECT APPLICATIONS ONLY, NO AGENCIES.

ABOUT SNOW PEAK

In 1958, Yukio Yamai founded Snow Peak in the Niigata Prefecture of Japan. Yukio was an accomplished mountaineer and was dissatisfied with the products available, so he designed his own line of high-quality gear. His innovative and pioneering spirit continues to guide our vision. Today, Snow Peak is still led by the Yamai family – Yukio's son Tohru is the CEO of Snow Peak and Chairman of the Board. Snow Peak provides a wide range of high-quality outdoor gear and apparel to discerning consumers worldwide.

Each product we produce is thoughtfully designed and rigorously tested to ensure beauty, function and durability. Each item is investment-grade equipment that powers restorative experiences in nature.

Snow Peak London, Limited is at an exciting stage in company history, as we build out the wholesale and direct to consumer business across Europe. In 2021, we opened our new UK headquarters in Surrey and in 2019 launched a flagship retail store and event space in Regent Street, London.

Under the policy that "we are also users". We host annual Snow Peak Way camping events so that both users and staff can meet and talk with each other, fostering a close-knit community of like minded outdoor enthusiasts.

THE SNOW PEAK PERSON The Snow Peak Person is both an outdoor enthusiast and a passionate creative. They believe in their talents and capabilities, are thoughtful in their approach and have a deep appreciation for their work and the world around them. Snow Peak People don't shy away from growth or new challenges; they're team players who prioritize connection and communication – and they're serious about play.