



**Job Title:** General Assistant (GA122)

Are you still in school but looking for a Saturday job? Do you have no previous work experience but need the chance to get a job and prove yourself? Can you be relied upon to turn up as expected, on time, every Saturday and work as part of a team to support full time colleagues?

We're looking for a general assistant who can help our busy sales team. You'll be taught a variety of skills from motorhome valeting, to shop and till work. You'll help keep our sales area looking smart and presentable so the tasks will vary. One week you may be washing the motorhomes on the sales yard, but next week you'll be helping with the shop till, dealing with general sales enquiries and maybe even do a spot of weeding for an hour to keep the yard looking nice.

This really is a varied and flexible role, but we need someone who is self-motivated, well presented, and willing to learn and have a go at a variety of tasks. No prior work experience is needed.

**Reporting to the Sales Manager you will:**

- Be a first point of contact for customers of Highland Campervans, either on the telephone or in person.
- Ensure the reception and sales area provides a welcoming atmosphere and is maintained in a clean, safe and tidy manner at all times.
- Use the till point to make shop sales and assist customers with purchases.
- Help the sales team maintain the sales vehicles with promotional materials, general cleanliness and washing the vehicles.
- Empty bins and clean customer areas as required.
- Respond to email enquiries, handle telephone calls and take and pass on messages, where necessary.
- Provide support to other departments as and when required.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your line manager and the overall business objectives.

**In summary you will have:**

Excellent customer service skills  
Plenty of enthusiasm and self-motivation  
A smart appearance  
The ability to work on your own initiative and within a team  
A confident, outgoing personality

**Desirable Skills:**

A practical, problem-solving mindset

An excellent eye for detail

A good standard of reading & writing skills plus IT skills

Excellent listening and verbal communication skills

An awareness of the Highlands area and the tourism industry

A friendly telephone manner

The ability to remain calm under pressure at busy times.

**Starting date:** As soon as possible (or other date by negotiation)

**Type of contract:** This is a part-time position and full training will be provided to the successful candidate.

**Hours of work:** 8 hours per week on Saturdays. Normal hours will be 8.30am – 5.30pm including one hour for a lunch break. Additional hours during school holidays may be available, subject to statutory regulations. Holiday pay will be given and time off during school holidays is also a legal requirement for school age children.

**Salary:** £6.00 per hour (minimum for age 15), negotiable if bringing previous experience. We are a Real Living Wage Employer.

**Location:** Travel to us by bus. Highland Campervans is based on the A96 near Inverness Airport and the main bus route from Inverness to Nairn passes our entrance, with a sheltered bus stop at Tornagrain. From the end of January 2022, all young people in Scotland will be entitled to free bus travel.