

Job advert

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Retail Sales & Customer Service Advisor



2 days ago by Kate+Co

£ £14 per hour

🕒 Permanent, part-time

📍 Shirley, West Midlands (County)

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Full job description

We are recruiting on behalf of a well-established retail business for a part time **Retail Sales & Customer Service Advisor** to join a friendly, close-knit team.

This is a **customer-facing, varied role** across two store locations In Solihull and Studley, supporting customers from enquiry through to purchase and installation. The role offers an hourly rate of **£13.80 per hour**, working **16 hours per week** (Mondays & Saturdays + overtime/holiday cover).

Full UK driving licence required (travel between sites essential)

Key Responsibilities of the Retail Sales & Customer Service Advisor

- Deliver excellent **customer service** and product advice
- Process **sales orders** accurately
- Process **sales orders** accurately
- Manage **appointments, fittings, and installations**
- Handle customer enquiries via **phone and email**
- Maintain **diaries and schedules**
- Order stock and monitor **inventory levels**
- Ensure high standards of **store presentation**
- Support both store locations as needed
- Provide cover for **holidays and absences**

To be considered for the Retail Sales & Customer Service Advisor

- Retail sales or customer service experience (preferred)
- Strong **communication and organisational skills**
- Confident using IT systems and email
- Ability to **multitask and prioritise**
- Friendly, professional, and proactive approach
- Able to work independently and as part of a team
- **Driving licence and own transport essential**

Retail Sales & Customer Service Advisor-What's on Offer?

- £13.80 per hour
- Part-time hours (16 hours per week) with opportunity for overtime
- Friendly, supportive team environment
- Varied role with real customer interaction
- Opportunity to join a growing business

For more Information please contact Sarah Grace at or on .

CV

Victoria Nicoleta Niculae

Mihai

vicynico20061013@gmail.co | H: 07351146638 | C: 07351146638 | 184 Lythalls Lane, Coventry CV6 6FT |

PROFESSIONAL SUMMARY

Customer-focused professional with proven ability to assist clients and drive sales through effective communication and problem-solving skills. Expertise in building rapport and delivering tailored solutions that enhance customer satisfaction and contribute to sales growth. Strong organizational skills enable exceptional planning and prioritization to achieve company objectives.

WORK HISTORY

Zara. Birmingham , West Midlands
Sales advisor | 05/2025 - current

- Attended training sessions regularly to keep abreast with the latest sales techniques.
- Assisted in stock taking for accurate inventory management.
- Implemented promotional strategies for increased product visibility.
- Suggested suitable products to customers for enhanced shopping experience.
- Resolved customer complaints swiftly, maintaining company reputation.
- Delivered excellent customer service by addressing and resolving queries.

P. Louis Cosmetics. Wellesbourne, Warwickshire
Picker and packer | 10/2024 - 04/2025

- Checked inventory, ensured adequate stock levels.
- Improved warehouse efficiency by meticulously sorting and arranging items.
- Maintained accurate records for easy tracking of parcels.
- Ensured smooth operations with regular maintenance of packing machines.
- Conducted quality checks to maintain high standards of goods.
- Collaborated with team members, achieved efficient workflow in the warehouse.

HOBBIES AND INTERESTS

- cooking
- listening music
- Watching movies

SKILLS

- Customer relationship management software
- negotiation and influencing
- digital skills
- excellent communication
- effective networking
- focus under pressure
- target oriented

EDUCATION

Foxford School & Community Arts College
Coventry
04/2021 - 11/2022

GCSEs

University of Wales Trinity Saint David
Birmingham
09/2025 - Current

Certificate of Higher Education: Business Skills for the workplace, Level4

COVER LETTER

Victoria Nicoleta Niculae Mihai

Kate+Co

Hiring Manager Kate+Co

22/06/2026

Dear Hiring Manager, Kate+Co are advertising for Retail Sales & Customer Service Advisor roles and would like to apply to them., for your consideration, I include herewith my CV.

I have extensive experience working in a customer service role as well as a retail environment through my current position as a Sales Advisor at Zara, as you can see in my CV attached, I have gained so much valuable experience. I have gained high levels of communication, problem solving and organisational skills in this time that I believe makes me an ideal applicant for this role.

My role at Zara is to help answer questions on products, make appropriate recommendations, accept sales and address customers' concerns in a professional manner. Attend training sessions regularly to keep up to date with new products and selling techniques, and to ensure that I deliver a high-quality service to customers and support the sales team. I'm also involved with stock control and inventory, making sure the products are available and looked after to a high standard.

As a Picker and Packer at P. Louis Cosmetics I had gained the ability to be very organised and to have a strong attention to detail as I had to look after stock, prepare the orders and keep the warehouse running efficiently. This experience really helped me to develop a better skill at working precisely, doing multiple things at once, and working with a team.

I am confident with the use of IT systems, communication with customers (both face-to-face and on the telephone) and approach to customers always (professional, friendly). My customer service orientation, self-motivated nature and collaborative spirit with my team would enable me to make a difference in both stores.

This is a great opportunity as it has a diverse role, genuine customer interaction and a great team environment.

I'm looking forward to being a part of your expanding company and to continuing to deliver a great service to your customers. I appreciate your consideration of my application. I am excited to provide information on my skills and experience to match the needs of the Retail Sales & Customer Service Advisor position.

Yours sincerely,

Victoria.