



JOB TITLE	RETAIL ASSISTANT
LOCATION	STELLA MARE, PORT VILA
OPERATING HOURS	MONDAY TO FRIDAY 8AM – 5PM
STARTING SALARY	Depending on experience from 300 vatu/hour

THE COMPANY

Our goal is to produce the highest quality rum and offer our clients total transparency in the production process and origin of ingredients. We are experimenting with various yeasts and creating multiple flavour profiles to showcase what craft rum is all about. We have been filling barrels and aging rum since 2019. We also make limited editions flavoured rums and gins and other spirits using local ingredients, most notably kava and cacao.

We aim to open to the public for tours and tastings as soon as we have completed our recruitment.

JOB DESCRIPTION & PRIMARY RESPONSIBILITIES

Under the supervision of the CEO and Sales & Marketing manager, the RETAIL ASSISTANT will be required to ensure the highest levels of customer service by welcoming, informing and selling our products to our day visitor at the shop and tasting areas. The RETAIL ASSISTANT will also manage tours bookings and welcome tourists and day visitors.

Main responsibilities include the following:

- Interact with customers to assess customers' needs and preferences and make recommendations.
- Ensure the Shop & Tasting area remain clean as per the company's standards.
- Restock and replenish shop inventory and supplies.
- Input items into the Point of Sale.
- Ensure that all items are paid for accurately: Handling the money, Preparing bills, Ensure that all bills are paid, Counting the cash.
- Responsible to welcome walk-ins, booked guests and explain the different tours and products.
- Answer to mail enquiry. Load, create, confirm and follow bookings for our tours.
- Organize retail and wholesale order.
- Send invoice and prepare weekly and monthly sale statement.
- Responsible for opening and closing the Shop sales.
- Assist the Distillery Guide and colleagues when necessary

QUALIFICATIONS & COMPETENCES

- **Excellent communication skills in English, written and verbal.** Bilingual is a minimum and Trilingual is a strong advantage.
- **Contributes to building a positive team spirit** and work with colleagues to ensure the best experience is given to our visitor.
- **Minimum of 2 years' experience in one of the following positions:** bar/restaurant cashier, waiter, sales representative, shop cashier or similar position with cash handling, guest relations or sales.
- **Experience using a Point of Sales system.**

- **Computer literate:** can type and answer emails in a professional way. Use excel to subtract, multiply and divide. Fill forms and enter data on a computer.
- **Education:** no mandatory requirement - however you need to demonstrate the ability to remember detailed and complex information.
- **Ability to be consistently at work and on time** and follow company's standard and instructions.
- Ability to show initiative, problem solve and make independent decisions.

ADDITIONAL NOTES

- Successful candidates will be required to provide professional references - Subject to background check and no problem with alcohol drinking.

HOW TO APPLY:

Send your application to hr@83islands.com OR drop it to the Distillery before 23 November including:

- Your resume – to present your education and working experience
- Attached with a short, personal and honest presentation of yourself, so we get to know who you are, your life goals and personality (formal letter, short video....).

More information contact hr@83islands.com or call **755 0083**