

## **Job Specification**

**Winter Sports Showroom Team Member (Up to 40 hours per week)**

**Seasonal October to Early April**

**Contract Type: Fixed Term Seasonal**

**Updated: May 2026**

**Scott Hargrave**

## **Business goal for The Skiers Lounge**

To be the authority on ski and snowboard maintenance and technology, whilst offering the highest levels of ski boot fitting available.

We are looking to grow our business sustainably. Opportunities beyond this may be additional premises rather than a single site.

## **Main purpose of role to support this**

To provide customers with a seamless experience when interacting with our business, whether in-store, by phone or via digital methods such as email and chat.

## **Core Tasks – Showroom & Showroom Office**

- ALL STAFF: Making sure team members are all working together to make the safest working environment possible for the team and clients. Advise team members when something is astray, for everyone's safety
- Answering communications from customers by email, website form, telephone and chat
- Process special order enquiries, asking suppliers for stock availability and creating orders
- Supporting the boot fitting team with the clients ensuring they are booked in correctly, any queries pre fitting answered and looked after when a fitter is completing work with another client
- Helping clients on the showroom floor with queries and purchases
- Restocking and displaying of showroom products and pricing updates
- Booking in and handover of servicing work to the client's needs
- The usual "any additional tasks that colleagues may require support with from time to time"

## **Hours**

October – April Seasonal role with the potential of a flexible start and end date.

10am to 5pm Monday to Friday with flexibility available for the right candidate.

## **Pay**

We are a living wage employer. Pay is dependent on experience, and paid holiday is accrued at the equivalent of 28 days for a full year.