



RETAIL ASSOCIATE

The International Rugby Experience (“IRE”) is designed as a state of the art, interactive experience to celebrate the sport of rugby on a global scale, cementing Limerick’s standing as one of the great centres of rugby, and to make a major contribution to the regeneration of Limerick City Centre.

Designed by world renowned architect Níall McLaughlin, this new 7-story red brick building in Limerick City Centre will provide a new space to draw visitors, as well as providing a new hub for the local community. In addition to a world class interactive experience, the building contains unique event spaces which will be further draws to the building and Limerick generally. Also included are a ground floor retail area at the corner of O’Connell Street and Cecil Street and a first-floor café directly overhead. It is hoped to attract over 100,000 visitors a year and will be a key tourist attraction in the west of Ireland.

The experience takes the visitor on a journey, following the game from the grass roots level right up to legendary status. Each stage of the journey is rooted in World Rugby’s values - Passion, Discipline, Integrity, Solidarity and Respect. Told through rugby’s greatest legends, visitors will get to feel the passion, hear the stories and have fun putting their own skills to the test.

Reporting to the Retail Manager as a key member of the operations team, our Retail Associates are responsible for answering customer questions about merchandise and assisting customers with purchase decisions. They collect payment using the store point of sale system and assist with returns and exchanges. This is an ideal role for an ambitious individual who enjoys working as part of a team, is flexible and has a passion for customer service.

Key Responsibilities

- Greeting and welcoming customers and visitors.
- Stocking and restocking merchandise as needed.
- Managing transactions at the point of sale and securing payment methods.
- Helping shoppers find what they need and answering customer questions.
- Ensuring the shop is always in a neat and presentable condition with shelves stocked.
- Assist with receiving product deliveries.
- Delivering excellence in customer care at all times, always striving to exceed customer expectation.
- Demonstrating excellent product knowledge in line with training and information received.
- Ensuring the retail telephone calls and emails are answered according to the policies in the relevant time frame and enquiries are dealt with accordingly.
- Utilizing a variety of computer systems for retail and ticket purchasing.

Key Skills and Experience

- Previous experience working in Retail is an advantage but not essential.
- A passion for customer service and exceeding their expectations.
- Enjoys working as part of a team, actively supporting their colleagues to achieve a team goal.
- A can do attitude and ability to think on their feet.
- A keen eye for detail and presentation.

As the company is in a period of “new opening”, the job description above may change over time. Your management may ask for you to undertake additional responsibilities which may fall within your capabilities. The job description above gives you a broad description of duties and the role itself but is not exhaustive or complete with every task which may be assigned to you.