



Gift Shop Staff

Position Description: Assist managers in the operation of the Gift Shop. Part-time, non-exempt status; Employment pending criminal and driver history records. Promotes the Zoo and its mission.

Responsible to: Gift Shop Manager
Gift Shop Assistant Managers

Essential Job Functions:

Customer Service:

- Excellent and positive customer service is required at all times. This includes, but is not limited to:
 - Smiling.
 - Greeting customers.
 - Thanking customers.
 - Answering questions if you know the answer. If you don't know the answer, calling a manager or referring visitor to another staff person.
 - Never making a customer wait; Assist them as quickly as possible.
 - Offering assistance when a customer hasn't asked for it.

Store and Backroom:

- Learn all functions of the software program, including which functions can only be performed by a manager; i.e. tax-exempt sales.
- Comfortable with computers.
- Able to process handwritten sales, if needed.
- Study and learn the SKU book, especially merchandise that is similar in appearance, in order to promote accurate scanning.
- Handle money with accuracy; able to make change.
- Straighten and/or clean the areas around register between customers.
- As directed by the managers, complete other tasks while working at the register.
- Learn all merchandise, its location and how to properly stock. Also required to clean and straighten according to need.
- Learn how the backroom is organized and assist in maintaining it, including correcting anything that wasn't done in accordance with the organizational structure.
- Price, sort and stock merchandise.

Additional Responsibilities:

- Adheres to Zoo policies and protocols.
- Performs other duties as requested.

Desired Training and Experience:

- Previous retail experience preferable.

9/2/2016

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Skills / Knowledge Required:

- Ability to interact in a positive manner with customers and staff.
- Follow directions and take initiative, when applicable.
- Ability to work autonomously, as well as with a team and achieve established goals.
- Must be trustworthy and able to handle large amounts of cash with accuracy.
- Must be able to lift heavy items (50 lbs.)

Employee Signature

Date

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