



JOB DESCRIPTION

Job Title:	Part-time Retail Sales Associate	FLSA Classification:	9
Department:	Sales	Reports To:	Director of Retail Operations/Product Programs

Job Summary:

Provide support by helping with stores sales, educating customers about the Girl Scout program and essential merchandise needed to be successful. Process of all sales and incoming monies through the point-of-sale system.

Essential Job Duties and Responsibilities:

- Greets and receives customers in a welcoming manner.
- Provide exceptional assistance and education to customers regarding Girl Scout Merchandise.
- Provide excellent customer service to all customers
- Help determine appropriate merchandise for boutiques to offer the best assortment and meet the needs of the customers, while also reaching sales goals to support the council.
- Assist and travel to other service center stores when needed and directed by the Director of Retail Operations/Product Programs.
- Process cash registers sales, refunds, in house transfers, gift cards and other customer related functions, including all cash receipting.
- Process phone, e-commerce, and email orders promptly and professionally.
- Assist in compilation of daily cash reconciliation in strict accordance with established procedures.
- Receiving and display of merchandise, including checking against the packing lists for accuracy.
- Keep sales floor adequately stocked, making sure that items are priced.
- Keep displays fresh and appealing with frequent changes when possible.
- Assist in inventory ordering, monitoring, counting, control of merchandise, re-order points and tracking trends.
- Monitor and keep clean and organized storerooms, workstations and sales counter.
- Provide exceptional internal and external customer service that assists in the achievement of the organization's mission. Assist in problem situations by facilitating conflict resolution strategies.
- Responsible for the execution of projects to support the work of departments as determined by the Director of Retail Operations and Product Programs.
- Assist with other related duties as required.

Supervisory Responsibilities:

The Retail Sales Associate does not have any supervisory responsibilities.

Special Requirements:

- Must be able to work a flexible schedule averaging up to 26 hours per week in the Fall and Spring and 18 to 20 hours per week in the Winter and Summer months.
- Must have a valid driver's license and be able to travel to other service centers and/or events throughout the NYPENN jurisdiction.

Education:

- High School Diploma plus three years of relevant retail & customer service experience desired.

Knowledge, Skills and Abilities:

- Minimum one year of retail sales and customer service experience required. Experience in working with diverse populations of staff and volunteers, demonstrated personal and professional commitment to pluralism.
- Good verbal and written communication skills to establish clear expectations in a fast-paced setting.
- Ability to view the council as a whole vs. individualized regions or federations so to insure consistent opportunities and messaging.
- Working knowledge of Microsoft computer software required. Knowledge of basic keyboarding and computer function.
- Ability to employ strict discretion in sensitive situations.
- Comfort with uncertainty and ambiguity while being proactive in anticipating and preempting problems.
- Represent the council as needed to both internal and external audiences.

Equipment, Machines and Software Used:

- Computer, network, cell phone, fax, telephone, voice mail, copier. Must hold a valid driver's license and insurance and be able to travel the 26-county jurisdiction of the council.
- Must be willing to drive/travel in Council vans to mobile store locations and the camp trading posts.

Physical Demands:

- Sedentary work exerting up to 50 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Ability to set-up tables and move around and/or set-up displays.
- Driving, climbing, balancing, lifting, stooping, kneeling, crouching, walking, grasping, talking, hearing.

Environmental Conditions:

- There is no substantial exposure to adverse environmental conditions with the exception of weather-related travel conditions.

Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I acknowledge that I have received and read a copy of this job description and understand that I am responsible for the satisfactory execution of the essential job duties and responsibilities described above.	
Employee Name (print):	
Employee Signature:	
Date:	

***Equal Opportunity Employer
Substance-Free/Smoke-Free Workplace***