



JOB DESCRIPTION

Title: Gift Shop Assistant

Supervisor: Gift Shop Manager

Status: Seasonal (mid-May through mid-September),
Part-time hourly (24-32 hrs/wk)

FLSA Exempt: No

SUMMARY:

Working with the Gift Shop Manager and the Administrative & Volunteer Manager, the seasonal Gift Shop Assistant is responsible for assisting with all aspects of the organization's physical and online gift shop. Responsibilities include customer engagement, sales processing, merchandising and display, inventory management, and store maintenance. Weekend work is required.

RESPONSIBILITIES:

Gift Shop:

- Customer Engagement: Greet every customer with a friendly attitude, provide exceptional service, and assist them in finding the perfect gifts and merchandise.
- Sales Processing: Accurately and efficiently operate the Square Point-of-Sale (POS) system, handling cash, credit card, and gift card transactions, while adhering to all cash handling procedures.
- Merchandising and Display: Restock shelves, fold apparel, organize merchandise displays to maintain an appealing store aesthetic, and ensure products are correctly priced and labeled.
- Inventory Management: Assist with receiving and unpacking new shipments, organizing the stockrooms, and participating in physical inventory counts as requested.
- Store Maintenance: Ensure the sales floor, surrounding areas, and stockrooms are clean, tidy, and safe for both customers and staff at all times.
- Team Support: Collaborate with the management team and fellow associates to achieve sales goals and support overall store operations during peak times.

Other:

- Work with the Gift Shop Manager to coordinate Gift Shop coverage for Special Tours, donor tours, and other events.
- Assist with tours, including giving tours, working the cash register, and working in the gift shop.
- Coordinate merchandise sales for, setup, and work the KBSTRRC booth at fairs and festivals.
- Support the KBSTRRC mission by participating in sponsored programs and events.
- Participate in special projects, such as assisting interns with gift shop-related projects.
- Other duties as required.

REQUIREMENTS:

- Willingness to represent KBSTRRC and contribute towards our mission.
- Schedule: Must be available to work a flexible schedule, including weekends. Must be available June, July, and August.
- Experience: Previous retail, customer service, or hospitality experience is preferred but not required.
- Soft Skills: Strong interpersonal and communication skills, a positive attitude, reliability, punctuality, and the ability to work effectively as part of a team.
- Technical Skills: Basic mathematical skills for processing transactions and the ability to quickly learn and use a POS system. Experience with Square for Retail is a plus. Proficiency in internet and standard office computer software (MS Office, G-Suite).

- Must possess a valid driver's license.

ADA REQUIREMENTS:

- Ability to stand/walk for extended periods (up to 8 hours) on a concrete floor.
- Ability to bend, squat, reach, climb a step ladder, and similar activities.
- Ability to lift up to 25 pounds regularly and up to 50 pounds occasionally (with or without reasonable accommodation).

DISCLAIMER: This job description indicates in general the nature and level of work, knowledge, skills, and other essential functions (as covered under the American Disabilities Act) expected. The Gift Shop Assistant may be asked to perform other duties as required.