

JOB DESCRIPTION

Title Girl Scout Shop Associate

Purpose of Job Provide excellent customer service to retail customers and building visitors. Support headquarters operations by greeting visitors, checking in and out of program materials, accepting deliveries, coordinating mail pick-up and distribution reporting. Support revenue goals through product knowledge, sales skills, merchandising and teamwork. Support the culture and ensure compliance with all Values and Behaviors, as well as store operational standards. Consistently achieve individual goals that support store goals and council strategic priorities. Connecting requests to appropriate information or staff.

Responsible To Retail Director

Minimum Qualifications

- Ability to relate well to diverse customer base; effectively handle multiple priorities.
- Computer skills, including Point of Sale system.
- Must possess a pleasant demeanor and exhibit clear verbal and written communication skills.
- Communications, sales and merchandising experience.
- Manage a flexible work schedule that includes evenings and weekends.
- Personal vehicle, valid driver's license and current insurance required.
- Ability to learn the retail POS and inventory management system.

Specific Responsibilities

- Promote and sell CORE and Council merchandise in support of the Girl Scout Leadership Experience (GSLE) Program.
- Greet visitors at council headquarters, direct inquiries and assist with requests.
- Demonstrate a working knowledge of the Girl Scout Leadership Experience (GSLE).
- Maintain a positive, professional sales attitude/atmosphere for staff, customers, volunteers and organization members.
- Develop and demonstrate proficiency on POS system and OpSuite, a proprietary inventory software program.
- Maintain designated stock levels.
- Using designated procedures, accurately process retail orders and requests. \
- Assist in all phases of retail inventory.
- Process incoming retail orders and other council deliveries, including mail and post outgoing mail.

- Maintain a clean, merchandised and pleasant store environment and greeting area.
- Support other departments as needed and additional responsibilities as assigned.

Job Classification Non-Exempt

The Girl Scouts of Ohio's Heartland Council, Inc. is an equal opportunity/affirmative action employer. The Council will employ qualified individuals to fill job vacancies on the basis of their experience, ability and aptitude.