

Como Friends

POSITION DESCRIPTION

February 2014

Sales Associate

1. Primary Purpose

To assist in daily operations of Garden Safari Gifts, a gift shop that sells a wide range of merchandise appealing to the diverse people who visit Como Park Zoo & Conservatory (CPZC) and to assist in establishing Garden Safari Gifts as a destination gift store in the Twin Cities market. The Sales Associate directly assists customers in Garden Safari Gifts, Glacier Gifts and gift shop carts and ensures excellent customer service while promoting Como Friends and its mission.

2. Qualifications

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required.

- Possess a professional and positive attitude in a fast paced environment.
- Ability to work effectively as part of a sales team.
- Provide excellent levels of customer service to all customers.
- Ability to work a non-standard/flexible schedule, which may include weekends, evenings and holidays.
- Proficient cash handling skills. Ability to operate a POS system.

3. Education and/or Experience

High school diploma or G.E.D.; or equivalent combination of education and experience in a specialty retail or museum retail environment. High school students may apply for seasonal positions.

4. Primary Job Duties and Responsibilities

- Provide excellent customer service by greeting and assisting customers, and responding to customer inquiries and needs.
- Conduct oneself in a professional manner at all times, promptness of arrival & departure, punching of time clock for arrival & departure and in/out for lunch break, following specific dress code, and abide by all of the policies and procedures at all times.
- Operate POS cash register, count and verify cash at open and/or close of day. Ensure accuracy of register and charge transactions. Be knowledgeable in all sales aspects of POS operation.
- Assist in keeping the store neat, clean and displays straightened. Determine what is needed and stock the merchandise from basement store room onto the sales floor
- Performs other duties as assigned.

The Sales Associate is supervised by both the Gift Shop Manager and Assistant Manager. This is a part-time position with a competitive salary.

Como Friends is a nonprofit 501(c)3 organization that inspires community generosity to advance Como Park Zoo & Conservatory as a destination where people from all walks of life can gather, learn and enjoy the natural world. Como Friends is the nonprofit partner of Como Park Zoo & Conservatory – the most visited arts and culture attraction in the state of Minnesota. Como Friends engages donors and stewards resources trusted to it to support continuous improvements to the facilities, programs and operations of the Zoo and Conservatory.

