

**Position Summary**

This position is responsible for providing merchandise expertise for the retail operations, customer service and a variety of office support for the council. Duties include marketing the Council Shop Services to girls and their families, volunteers, staff, and the public with a focus on providing a welcoming and inclusive environment that enhances sales and ensures quality customer service. This position answers the telephone and greets visitors to the service center as well. May be responsible for ensuring that office supplies are available at their location.

**MAJOR ACCOUNTABILITIES**

- Ensures that the store operates at an annual profit by controlling merchandise levels as related to sales.
- Conducts periodic and annual inventories and maintains accurate inventory controls to meet seasonal and special needs of council members.
- Organizes plan for the display and presentation of merchandise for effective support of sales, including promotions and sales flyers.
- Helps solve problems that affect retail services, efficiency and productivity.
- Prepares purchase orders for the location as needed to support merchandising plans and restocking needs.
- Coordinates the design of promotional materials and determines council communication channels to use in order to disseminate sales and product information.
- Provides professional, quality customer service to members, volunteers, staff and other community contacts.
- Processes cash receipts within GSGMS policy and procedural guidelines. Maintains accurate reports of daily receipts.
- Professionally administers all incoming calls and direct calls to the appropriate department providing excellent customer service.
- Greets guests in a professional, friendly manner.
- Maintains strict confidentiality when handling sensitive information. Refers questions and inquires to the appropriate person immediately.
- Upholds the council customer service philosophy and strives to ensure that all GSGMS customers receive superior service, via telephone or in person.
- Answers customer's questions concerning price and use of merchandise.
- Provides additional services to other functions throughout the GSGMS service center with general office support and duties.
- Reserve TAC usage for troops.
- Opens and closes reception area, when appropriate.
- May assist with special projects for accounting and mission delivery staff.
- Ensures that office supplies are available, as directed, processing order through the Retail Shop Coordinator.
- Other duties as may be assigned.

**SKILLS, EXPERIENCE AND QUALIFICATIONS**

- High School Graduate with 5 years customer service or retail experience, or equivalent experience. Cash register experience and some accounting experience preferred.
- Excellent computer skills including MS Word, Excel, and the ability to learn other customized software.

- Business math skills; ability to maintain accurate records and calculate percentages and payments.
- Experience in purchasing and working with multiple vendors.
- Merchandising design and display skills.
- Must have strong organizational skills, be flexible and multi-task.
- Must possess good communication and interpersonal skills, both verbal and written.
- Ability to handle multiple projects/assignments concurrently and stressful situations, and be results oriented.
- Superior telephone etiquette and customer service skills.
- Highly motivated and works well both independently and in a team environment.
- Understanding and experience with inventory controls.
- Valid Driver's License and safe driving record.

#### **PHYSICAL DEMANDS**

- Standing for long periods of time, climbing ladders and stools to reach merchandise, stooping and bending repetitively.
- Fingering to operate a computer keyboard, cash register and other register components.
- Lifting and transporting moderately heavy objects up to 35 pounds, such as inventory.

#### **WORK ENVIRONMENT**

Work is generally performed within an office environment, with standard office and retail equipment, and office and retail supplies. Work requires standing and walking up to 30% of the time, and frequent lifting, stooping, and bending.