

## **Retail Operations Specialist – Part Time**

**Location: Hattiesburg, MS**

### **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**

Provides professional, quality customer service to members, volunteers, staff and other community contacts.

Organizes 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.

Reviews stock on hand and coordinates with Retail Manager for restocking needs.

Assists with the design of promotional materials and helps promote through social media as coordinated with Retail Manager.

Processes cash receipts within GSGMS policy and procedural guidelines. Maintains accurate reports of daily receipts, prepares the deposit and takes to bank. Sends receipts and back up weekly to Accounting Manager.

Greets guests in a professional, friendly manner.

Upholds the council customer service philosophy and strives to ensure that all GSGMS customers receive superior service, via telephone or in person.

Professionally answers incoming calls and directs calls to the appropriate person/department.

Learns the merchandise and answers customers' questions concerning price and use of merchandise.

Assists with annual inventories and maintains accurate inventory controls to insure the appropriate safeguarding and accountability of the merchandise and sales.

Provides additional services to other functions throughout the GSGMS service center with general office support and duties as schedule allows.

Ensures that office supplies are available, as coordinated with Retail Manager and Accounting Manager.

Other duties as may be assigned.

## **SKILLS, EXPERIENCE AND QUALIFICATIONS**

High School - level or graduate with customer service or retail 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.

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.

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.