

POSITION TITLE: Retail Program Associates

CLASSIFICATION: Part-time/Non-Exempt

POSITION SUMMARY: Provides customer service for the daily operation of the Girl Scout/Boy Scout retail shop.

Embodies the Council's core values every day by:

- Delivering "WOW!" performance and customer service
- Initiating and embracing change; being flexible in an ever changing environment
- Building and maintaining a true team environment, beyond your own responsibilities
- Being creative, innovative, and open-minded
- Being humble and willing celebrate other's successes while learning from personal failures
- Caring enough to communicate openly, honestly, and respectfully
- Understanding there is always room for growth; being open to suggestions and feedback
- Doing more with less
- Believing that work and fun belong together
- Believing that our work requires passion, urgency and a deep understanding of what we do

RESPONSIBILITIES

A. Create and provide handouts to assist leaders and parent with information on uniforms, badge work and educational tools.

B. Research girl trends and designs new merchandise/products to sell in the shop.

C. Assist walk-in, phone and internet customers with the best customer service as possible (i.e. providing product information, guidance, locating merchandise and special order when necessary, suggestive selling, etc).

D. Merchandize product on the sales floor as new product arrives and focal points change based on season.

E. Maintain check in procedures for new arrivals which includes comparing received merchandise to the packing slip and order, inputting the new product information into the point of sale system (POS), and prepping the merchandise to be sales floor ready.

F. Work directly with inventory stock to ensure merchandise is filled on sales floor as needed; ensure stock is clean and neatly organized.

G. Assist in the recruitment and training of adult and girl volunteers to assist in the Council shop.

H. Perform job duties in accordance with the Safety and Risk Management Plan.

I. Beyond the description listed above, your skills will be utilized to best benefit the mission of the organization.

POSITION REQUIREMENTS

1. Finds joy in helping people.
2. Prior retail experience preferred.

3. Girl Scout experience and knowledge preferred.
4. Experience facilitating youth programs preferred.
5. Ability to work with volunteers.
6. Excellent verbal and written communications skills.
7. Ability to use a personal computer and ten-key calculator.
8. Capable of lifting up to 25 lbs.
9. Ability to work with people of diverse racial, ethnic, and economic backgrounds.
10. Capable of working under pressure and handling multiple demands and heavy volume.
11. Availability to work a flexible work week.
12. Bilingual (English-Spanish) preferred but not required.
13. Proof of meeting Arizona State requirements regarding vehicle licensing, driver's license and liability insurance, if applicable.

Each employee has the responsibility for actively supporting and promoting the Council's commitment to diversity and for developing Council resources through increased membership, strengthening community connections, serving girls and fund development.

AA/EEO Employer January 2012