Adventure Aquarium Job Description

TITLE: **Merchandise Lead**

DEPARTMENT: **Retail**

REPORTS TO: **Merchandise Manager**

DUAL REPORT: **Merchandise Supervisor**

CLASSIFICATION: **Part-Time, Hourly**

At HFE it is our goal to bring families closer together and to create memories worth repeating. Our Core Values – greatly exceeding guest expectations, serving others, creating emotional connections, constantly improving – give us purpose and guidance.

SUMMARY:

Reporting to the Merchandise Manager; Merchandise Leads serve as ambassadors to all Aquarium visitors. Retail Merchandise Leads are responsible for implementing daily cashier responsibilities relating to guest experience in the Gift Shop including POS transactions, line control and organization. The position also assists the rest of the team's management to ensure proper departmental policies and procedures are being followed by Retail Specialists.

DUTIES AND RESPONSIBILITIES:

- As a member of the Retail team, you will lead by example by being patient, kind, humble, respectful, selfless, forgiving, honest, and committed when interacting with one another and guests.
- Ensure proper cash handling operations are being followed by specialists in Gift Shop and H2O including opening/closing banks, credit card and gift card reconciliation. Account for all monies and media received at the end-of-shift settlement. Record and report variances as needed.
- Support point-of-sale operations on sales floor, including returns and exchanges, price overrides and change requests, providing a fast and friendly experience at point of sale.
- Communicate with floor manager to insure all POS stations, including H2O desk, are staffed during peak business hours and be available as a cashier when necessary.
- Reconcile all monies for cashiers outside the Gift Shop including SBC feeding and Sand Art when necessary.
- Follow all safety policies and procedures and ensure guest safety through constant monitoring of the assigned work area.

- Maintain the integrity of the assigned work area, ensuring that it is clean, properly functioning and orderly.
- Work as a member of a team within the Retail department and the rest of the Aquarium staff. Effectively communicate to peers and management information that is relevant to the guest experience.
- Perform other related duties or projects as assigned by the Retail management team.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent and 1 year previous retail, customer service or attraction experience required. Ticketing experience preferred.
- Friendly, outgoing and proactive approach.
- Excellent written and verbal skills.
- Ability to work a variety of shifts including weekends, evenings and holidays.
- Ability to handle and account for large sums of money.
- Ability to learn and perform all Guest Services job functions.
- Ability to work as a member of a team.
- Ability to work a variety of shifts including weekends, evenings and holidays.
- Technical or computer skills a plus.

PHYSICAL AND MEDICAL REQUIREMENTS:

- Successful completion of a pre-employment drug testing and background investigation.
- No allergy to plants or animals which may interfere with ability to work.
- Able to work outdoors in all weather conditions.
- Able to spend most of the workday walking/standing in aquarium public spaces.
- Ability to push/pull up to 50 pounds.

YOU CAN EXPECT:

You can expect to work on projects that have never been done before – ideas that are unproven, and concepts that make people smile. You can expect to have fun and be treated with respect the minute you start…and through to the end. You can expect to work in an environment that is highly innovative and low in politics – truthful and filled with smart people!

And most of all, you can expect to work hard and make a difference in our world by helping to bring families closer together.