

RETAIL SPECIALIST, PART-TIME, HOURLY

Posted on: April 10, 2012

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:

Retail Specialists support all operations within our store. The Retail Specialist plays an important role in creating a memorable experience for visitors through proactive friendly conversation and anticipating their needs.

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.
- Understand the importance of the position with how it relates to CRM and creating a memorable shopping experience. Pro-active, friendly communication will be expected at all times.
- Participates in the basic functions of the Retail department including, POS, stocking store, receiving merchandise, tagging and sales floor presence.
- Follows cash controls and procedures in the retail store including, opening/closing banks, count-outs, refunds/exchanges and cash handling. Records and reports variances.
- Partake in Store opening and closing procedures. Restock all Retail departments using fulfillment mapping of store, which ensures all areas adequately stocked and organized.
- Actively participate in the meet and greet process; which focuses on opening dialog by using our scripted fun approach of welcoming Adventurers to provide a gratifying shopping experience.
- Roam the store departments, ensuring that it is clean, orderly and stock levels are conducive to an exemplary shopping experience.
- Rectify issues where possible or communicate them to the management team if assistance is required.
- Participate in all Retail duties as needed including sales, stocking, and tagging, receiving and special events.
- Attend all Aquarium training programs and demonstrate an ongoing understanding of exhibits, programs, visitor information and policies/procedures. Master all required responsibilities of the position.
- Work as a member of a team; within the Retail department and the rest of the Aquarium staff. Effectively communicate to the rest of the team information that is relevant to the shopping experience.
- Coach each other to continually improve performance and embrace feedback from crew and management. Through an open door policy, address performance issues pertinent to the store and team, make recommendations for areas of improvement throughout the store. Contribute to a work environment that is satisfying, enjoyable and energetic.
- Comply with safety and security directives, policies and procedures.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent and 1-2 previous retail, customer service or attraction experience preferred.
- Friendly, outgoing and proactive personality.
- Ability to learn and perform all Retail job functions.
- Ability to work as a member of a team.
- Ability to work a variety of shifts including weekends, evenings and holidays.
- Ability to handle and account for large sums of money.
- Good communication and computer skills.

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.
- Ability to stand for long periods of time.
- Ability to lift and carry up to 50 pounds to stock merchandise.
- Able to have mobility great enough to kneel, bend, reach, twist and move about to handle transactions and stocking.
- Dexterity is required for the operation of register/computer and related equipment.

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.