



POSITION DESCRIPTION

Gift Shop Clerk

Position Title:	Gift Shop Clerk
Employment Classification:	Part Time, Hourly, Non- Exempt
Reports to:	Executive Director
Department:	Gift Shop
Salary:	\$12.00 to \$13.00 per hour

JOB SUMMARY

The part-time gift shop clerk is vital to ensure visitors feel welcomed when entering the Living Coast Discovery Center. Duties include, but are not limited to, customer service, ticketing and admission, group facilitation, membership sales, gift shop sales, and maintaining a clean, inviting gift shop for members and guests. We are looking for someone that can work independently, has experience in visitor services and/or retail, communicates effectively with both guests and staff, and provides a friendly, welcoming atmosphere for all that visit the Living Coast Discovery Center and its gift shop.

DUTIES AND KEY RESPONSIBILITIES

- Greet and welcome all visitors
- Maintain a friendly, professional, customer care attitude when checking in guests for their admission to the Living Coast Discovery Center
- Promote/sell memberships, special events, behind-the-scenes tours, and other add-on experiences
- Facilitate check-in process for all visitors and groups, and assist them in planning their aquarium experience
- Be available to answer questions, and enforce aquarium rules of conduct when needed
- Follow all procedures for opening and closeout of registers and reconciliation of receipts and cash.
- Gift shop sales and customer service
- Clean, restock, and maintain gift shop and front desk
- Answer mainline phone

QUALIFICATIONS

- A passion for people, museums, zoos and/or aquariums
- Minimum 1 year experience in a visitor facing/customer service role
- Experience in hospitality, retail, attractions, or cultural organizations preferred
- High school diploma required; relevant coursework from an accredited college or university strongly preferred
- Knowledge of admissions, POS, and online ticketing systems
- Ability to work with individuals from a wide variety of ethnic, cultural, and economic backgrounds
- Ability to identify and positively resolve visitor complaints as they arise; strong decision making skills necessary
- General knowledge of information technology and business software applications including Outlook, Microsoft® Suite; ability to run copies or print flyers



- Effective and persuasive communications skills; able to write and speak clearly and present information to a wide variety of audiences
- English/Spanish (bilingual) preferred
- Must be able to stand and move around public areas of the museum for extended periods of time (reasonable accommodation will be made for qualified candidates with disabilities)

SCHEDULE

- Must be able to work every weekend and on occasion weekdays, holidays, and evening special events as necessary
- Typical shifts are 9:45 a.m. – 5:15 p.m., Saturday and Sunday
- Averages 14-21 hours/week

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

Work is performed while standing, sitting, or walking with occasional bending, reaching, and the lifting and occasional carrying of boxes weighing up to 25lbs. Work is performed in an adequately ventilated and lighted gift shop public area and/or in office and administrative support area. This position is an indoor job with occasional exposure to a variety of other tasks that include outdoor conditions, exposure to weather, and occasional driving to pick up supplies may be required.

This job description is intended as a guide to the general job responsibilities and is not inclusive of every duty the employee is expected to perform.

The Living Coast Discovery Center is an Equal Opportunity Employer

TO APPLY

Please submit cover letter and resume in electronic format to Elizabeth Argyle, Director of Education & Guest Experience, directly at elizabeth@thelivingcoast.org by Monday, February 11, 2019, at 5:00 PM.