

GIRL SCOUTS HEART OF THE HUDSON, INC.

DEPARTMENT: Retail & Product Sales	REPORTS TO: Director of Retail & Product Sales
SALARY: \$16.00-\$19.00 per hour	STATUS: Full-time/Part-time
FLSA: Non-Exempt	UPDATED: <i>June, 2023</i>
SUPERVISES: N/A	
LOCATION: Hybrid/New City, NY	

POSITION SUMMARY:

The Retail Specialist assists in the day-to-day operation of Girl Scouts Heart of the Hudson (GSHH) retail shops and helps to ensure inventory meets the needs of GSHH membership and visitors. S/he provides excellent customer service to help increase GSHH's revenue.

KEY FUNCTIONS & RESPONSIBILITIES:

- Actively participates in the development and implementation of an annual plan of work to direct the day-to-day operations of the shop and help ensure sales goals are achievable.
- Develop and implement procedures, including store hours of operations that provide for shopping convenience.
- Provide outstanding customer service to all.
- Ensure retail operations present a positive image of GSHH and Girl Scouting, and ensure procedures are efficient, effective and work in conjunction with the other retail shops.
- Perform check out duties, balance sales drawer on a daily basis, make appropriate bank deposits, provide a daily sales report, and other reports as requested.
- Implement an inventory control system.
- Conduct periodic and annual inventories and maintain appropriate inventory to meet seasonal and special needs of GSHH customers.
- Implement strategies and plans to improve customer service, ensure the customers' needs are met, complaints are resolved, and service is quick and efficient.
- Assist in the placement of products and displays to effectively maximize sales and profitability; stock shelves.
- Utilize Point of Service software, OpSuite, to finalize sales.
- Keep abreast of GSHH program activities and events to recommend new merchandise.
- Create and market special events and promotions to draw girls and volunteers to the stores.
- Enter receivables into Point of Service System.
- Maintain a Customer Service focus for both internal and external stakeholders.
- Part-time (up to 28 hours per week).
- Perform other duties as assigned.

QUALIFICATIONS:

Education, Preparation, and Training

- High School diploma, or GED, and at least one-year experience in a retail environment.
- Understanding of the applications of the Girl Scout program, philosophy and policies.
- Commitment to the Girl Scout's mission and Girl Scouts membership required.
- Successful completion of a background check.

Skills

- Must be detailed oriented and have prior experience in money reconciliation.
- Must be a creative thinker with good judgment and strong operational focus.
- Proven ability to work collaboratively and affect a cross-functional team.
- Support GSHH's dedication to promoting diversity, equity and inclusion.
- Ability to manage multiple projects and meet deadlines.
- Must possess superior organizational, time management and customer service skills.
- Strong interpersonal, written and oral communications skills to ensure effective interactions with diverse individuals, at all levels of the organization and with the public.
- Must have good judgment and strong operational focus.
- Must be well organized, self-directed as well as a team player.
- Strong work ethic, unquestionable reputation for honesty and integrity. Must have the ability to maintain utmost confidentiality at all times.
- Must be able to work flexible work schedule including possible nights/weekends. Hours will vary depending on the time of year.

Physical Demands

- Some periods of continual sitting, standing or walking may be required.
- Prolonged periods sitting at a desk and working on a computer.
- Operate office equipment manually.
- Must be able to lift and/or move up to 20 pounds at times.

Computer Skills

- Proficiency in Microsoft Office Suite including Word, PowerPoint, Excel, and Outlook.
- Experience using a Customer Relationship Management system, Salesforce preferred, is a plus.
- Experience with a Business Intelligence tool, preferably Looker, is a plus.
- Experience with Point of Service (POS) Software, preferably RMS Manager and Op Suite.

Travel

- Must be able to travel to other offices, possess own car and valid driver's license, on an as needed basis.
- Travel to and support off-site events, cookie cupboard locations, and cross-departmental programs as needed — assist with setup, operations, inventory coordination, and volunteer/customer support.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Girl Scouts Heart of the Hudson, Inc. is committed to the principles of equal employment opportunity. Our practices and employment decisions regarding employment, hiring, assignment, promotion, compensation, and other terms and conditions of employment are not to be based on an employee's race, color, sex, age, religion, national origin, disability, ancestry, military discharge status, sexual orientation, marital status, genetic predisposition, housing status, or any other protected status, in accordance with applicable law.