



POSITION: GIFT SHOP ATTENDANT

Description:

The gift shop at Linden Hill (Laura Jane's Shoppe) offers guests and the community unique gifts, boutique style shopping and Linden Hill exclusive merchandise as well as historic tour tickets. The goal is to provide a positive, welcoming experience and shopping opportunity.

Reports to: Executive Director

Responsibilities: Staff the Laura Jane's Gift Shop at the Linden Hill Historic Estate.

Service:

- Offer a welcoming greeting to all customers as they enter the store.
- Initiate conversation; ask open-ended questions to determine customer needs.
- Accurately answer routine questions/inquiries in a helpful and courteous manner.
- Present merchandise with enthusiasm.
- Answer all questions regarding the merchandise and outline features and benefits with accuracy.
- Inform the customer of special in-store promotions and their advantages.
- Process sales accurately, as quickly and efficiently as possible.
- Always thank customer for visiting the store and encourage them to return.

Merchandise & Display:

- Ensure all merchandise is accurately marked and priced at all times.
- Always present a clean, neat and tidy store.
- Keep shelves and fixtures organized and fully replenished.
- Maintain shop and displays.
- Assist in periodic inventories.

Loss Prevention:

- Maintain an awareness of theft deterrents.
- Communicate sources of potential loss to management.
- Report all shop thefts to supervisor.

Requirements:

JOB SKILLS REQUIRED:

- Ability to communicate clearly and effectively with customers and colleagues.
- Ability to set and accomplish goals in a team atmosphere.
- Ability to work under pressure and meet deadlines.
- Ability to receive direction and guidance where necessary.
- Ability to lift up to 55 lbs. to effectively maintain appropriate inventory levels and shop merchandise standards.
- Ability to process and record cash, check and Square terminal credit card sales.

REQUIRED EXPERIENCE:

- Strong technology skills using iPad for media posts on Facebook and Instagram.
- Basic knowledge of Microsoft Excel.
- Proficient English-language speaking and writing skills.