

Position: Gift Shop Retail Assistant
Department: Gift Shop
Status: Non-Exempt, Full-Time
Reports to: Gift Shop Manager

Descanso Gardens seeks a Retail Assistant responsible for training and coordinating Gift Shop volunteers, assisting with merchandise preparation, and providing customer service and sales at Descanso Gardens' Gift Shop and satellite locations.

JOB CLASSIFICATION:

This full-time, non-exempt, position includes evening and weekend hours. The regular schedule is 40 hours weekly. The shift schedule will be determined by the manager and as required by the needs of the organization including temporary seasonal shifts which may consist of 5 to 6 nights a week, weekend evenings, and holidays.

ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES include but are not limited to:

Essential Functions

- Performs sales transactions, both cash and credit, assisting the customer with item selections, bagging, wrapping, and payment.
- Works on the sales floor and cash register as needed.
- Setup of satellite retail locations before the start of Enchanted and take down of location at conclusion of the evening.

Volunteers:

- Trains and supervises volunteers on customer service and sales under the direction of the Gift Shop Manager.
- Coordinates and maintains volunteer shift calendar.
- Confirms volunteer hours entered in Volgistics Volunteer software.
- Communicates with the Volunteer Coordinator and Volunteer Department.

Merchandise and Inventory Control:

- Assists with inventory control, including unpacking, tagging and organizing stock
- Is familiar with restocking the Gift Shop and the Plant Patio area, including creating visual displays of plants and garden related items.

Customer Service:

- Under the direction of the Gift Shop Manager, establishes, models, and implements customer service protocols.

Other duties:

- Coordinates and performs office functions such as data entry, clerical support, and office coordination.
- Opens the cash register at the beginning of the day and reconciles the end-of-day cash/computer. Maintains a neat and clean appearance of the Gift Shop.
- Assists in keeping the back room and storage trailers neat and accessible.
- Keeps office and register wrap supplies stocked (bags, pens, postcards, etc.).
- Performs other related duties as assigned.

EQUIPMENT USED:

Cash register, credit card processing machine, phone, calculator, copier/scanner, computer, printer, hand-held (two-way) radio, etc.

PHYSICAL DEMANDS:

- This position requires working in the Gift Shop and Plant Patio as well as an active outdoor environment which includes public interaction, some noise and various other distractions throughout the Gardens.
- Must be able to walk long distances and on occasion access various areas of the Gardens including areas not accessible by paved roads or dirt trails.
- This position requires the ability to carry out daily physical work such as moving merchandise and lifting and carrying up to 30 pounds. It also requires the ability to walk, kneel, bend, stoop, sit, crouch, and stand for extended periods.
- Must be able to work in various weather conditions including cold and possibly wet, rainy conditions as well as in nighttime conditions.

QUALIFICATIONS AND REQUIREMENTS:

- One year of cash handling and customer service experience preferred.
- Must be able to operate a cash register, handle simple calculations and money transactions.
- Familiarity with point-of-sales software such as RetailPro highly desirable.
- Must demonstrate excellent communication skills, an enthusiasm for selling, and an enjoyment for working with customers in a retail setting.
- Good working knowledge of computers (Word, Excel) and familiarity with general office equipment.
- Must have an outgoing personality and be a quick learner to be able to assist the public with merchandise and answer questions about Descanso Gardens.
- Must be self-motivated, have a high degree of integrity, honesty, and a strong work ethic.
- Must be able and willing to work outside in all weather conditions.
- Experience with Volgistics, a volunteer database and scheduling program, is highly desirable.
- Must be available to work evening hours during weekends and holidays.

COMPENSATION: \$12.25 to \$13.25 per hour depending on experience and qualifications.

To Apply: Interested parties may apply by submitting a MS Word or PDF **Letter of Interest and Resume** to jobs@descansogardens.org with **GSRA1809** in the subject line. Only those applicants meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept resumes until the position is filled.

No phone calls, please.

Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value. Each employee will be considered on the basis of individual ability and merit, without regard to race, color, age, religion, national origin, disability, sexual orientation, sex, or marital status.