

Job Description
Gift Shop Attendant
Farm Wisconsin Discovery Center

Position Overview

The Gift Shop Attendant is charged with providing excellent customer service at Farm Wisconsin Discovery Center in both the Gift Shop and Ice Cream Counter.

Required skills

1. Ability to multi-task and adjust work priorities based on new and changing conditions
2. Ability to maintain the cash register and Point of Sale (POS) system
3. Knowledge of retail sales and point of sale marketing
4. Ability to scoop ice cream and create basic ice cream offerings as per the menu
5. Strong verbal communication skills
6. Ability to answer questions and provide guests with a courteous experience
7. Receptive to feedback
8. Ability to lift 25 pounds and scoop ice cream frequently
9. Basic math skills including adding, subtracting, making change, and determining percentages
10. Ability to stand for the scheduled shift

Responsibilities

1. Welcome all guests with a smile and 'hello' to provide a friendly and courteous experience
2. Assist guest in a timely manner
3. Maintain cleanliness and orderliness in the gift shop area and ice cream counter
4. Maintain a professional and welcoming appearance
5. Effective communication skills
6. Enter all orders correctly to maintain accurate inventory
7. Basic math and reading skills with a strong attention to detail
8. Operate cash register including making correct change, POS system
9. Responsible for maintaining inventory including stocking, ordering and loss prevention
10. Provides an approachable and respectful demeanor to all guests
11. Ability to work both individually and interact effectively with others

Preferred Experience

1. Prior retail or restaurant experience
2. Successful work in a small team setting

Salary: \$11.00 per hour. Dependent on experience and credentials.

Interested parties should submit by email a current resume with a cover letter, along with contact information for three references:

Michelle Shambeau, Floor Manager & Volunteer Coordinator
michelle@farmwisconsin.org

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