**Service Description Giftshop Associate**

**Department:** Matchless Gifts

**Mission:** Serve giftshop customers in a friendly way and keep the shop and displays tidy

**Job Title:** Giftshop Associate

Fulltime and parttime positions

**Authority:** Matchless Gifts Manager

**No of Positions:** 4 positions during the season, substitutes over weekends

**Requirements and Skills:**

* + - * Retail sales experience preferred
      * Well groomed, polite and courteous
      * Warm, outgoing, helpful and ready to serve always with a smile
      * Professional appearance
      * Effective team player who can contribute with valuable ideas and feedback based on visitor encounter experiences
      * Be able to handle the pressure of multiple guests and cater to their needs simultaneously in a patient and effective manner without getting agitated or showing irritable behaviour
      * Ability to stand and walk for extended period of time

**Responsibilities:**

* Greeting customers, responding to questions, improving engagement with merchandise and providing excellent customer service.
* Operating cash register, managing financial transactions.
* Directing customers to merchandise within the store.
* Superior product knowledge
* Maintaining an orderly appearance throughout the sales floor.
* Cross-selling products.
* Replenish merchandise and ensure favorable presentation.