



JOB DESCRIPTION

Position Title: Sales Assistant
Status: Part Time, Non-Exempt
Salary Grade: Grade 21

SUPERVISION RECEIVED:

Reports to directly to Sales Supervisor under the leadership of the Brand Manager and Chief of Marketing & Communications

GENERAL STATEMENT OF ESSENTIAL DUTIES:

I. Overall purpose of this position:

- Under the direction of the Sales Supervisor, assist with all aspects of the park district's retail sales operations.

2. Essential functions, which must be performed in order to carry out the purpose of the position as described in item No. 1, above, include, but are not limited to:

A. Assist with all operational and promotional functions for the park district's retail store, Maple Leaf Gifts. Includes physical store locations at nature centers, online store and popup/traveling sales opportunities.

B. Open and close Maple Leaf Gifts store. Prepare record of receipts and deposits in a timely manner and in accordance with the park district's cash handling policy.

C. Effectively utilize point-of-sale and inventory management equipment and software to optimize retail operations.

D. Provide excellent customer service to visitors at Maple Leaf Gifts by remaining friendly and helpful throughout shopping experience.

E. Assist with product display and merchandising for an attractive and easily navigated shop experience. Remain current on merchandising trends and best practices.

F. Fulfill online and pick-up orders associated with e-commerce and call-in orders, which may include inventory management, packing and shipping.

G. Comply with all park district policies and procedures, including safety and risk management programs.

H. Flexible work hours, including evenings, weekends and holidays, as required.

I. Perform other duties as assigned.

Qualifications:

3A. Specific knowledge, training or skills required to perform the duties of this position; specific concepts, courses, training programs or required certifications:

- Minimum of a High School Diploma or equivalent.
- Demonstrated understanding and a proven track record of success in retail sales, typically acquired through one to two years of on-the-job experience.
- Must be comfortable in an ever-changing environment.
- Intermediate to advanced proficiency in QuickBooks Point of Sale and PayPal processing. Strong understanding of online payment processing best practices.
- Ability to handle multiple tasks simultaneously. Must be driven, customer-service oriented, possess strong organizational skills, and the demonstrated ability to prioritize projects, self-start and meet deadlines.
- Ability to recognize and solve problems, and to think creatively in assigned tasks while maintaining traditional standards within the work environment.
- Ability to use common office equipment including telephones, computers, fax machines, copiers and digital cameras.
- Strong interpersonal skills with the ability to relate to and work with all types of people with tact/diplomacy in one-on-one or group settings. Ability to work in a team setting to accomplish park related goals.
- Must understand and demonstrate the ability to align with the park district's core values: Professionalism, Integrity, Quality, Leadership and Enjoyment of Nature.
- Must have demonstrated logical problem-solving skills.
- Demonstrated emotional intelligence to include: self-awareness and accurate self-assessment, sensitivity and empathy, openness, reliability, and consistency. Proven track record of establishing and maintaining critical relationships internally and externally. Demonstrated trustworthiness, integrity, and credibility.

3B. Essential Physical Demands and Working Environment:

- While performing the duties of this job, the employee is regularly required to sit, stand, walk and communicate with others. The employee is occasionally required to climb or balance; stoop, kneel, crouch. The employee must regularly lift and/or move up to 25 pounds and may occasionally lift and/or move up to 50 pounds.
- While performing the duties of this job, the employee may occasionally be exposed to extreme outside weather conditions including temperature, and precipitation.

3C. Previous experience:

- At least one year of experience in a retail sales environment is strongly preferred.

CONDITIONS OF CONTINUED EMPLOYMENT:

- External candidate must successfully complete a 1-year probationary period.