

Job Title: Gift Shop Attendant
FLSA: Non-exempt
Reports To: Gift Shop Supervisor

Department: Gift Shop
Status: Part-time
Pay Grade: 4

SUMMARY:

Greet and interact with customers. Process transactions and sell cigarettes.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

- Greet and interact with customers
- Process transactions
- Maintain a teamwork effort
- Technology skills include POS/cash register, phone equipment.
- Maintain all equipment, keep area clean and orderly
- Must possess excellent customer service, excellent communication skills, and great telephone etiquette.
- Will deliver the highest level of responsive, courteous and effective customer service.
- Other Duties as assigned

EDUCATION AND/OR EXPERIENCE:

- High school diploma or equivalent
- Must have computer experience.
- Cash handling experience required.

SPECIAL QUALIFICATIONS:

- Problem Solving and decision making
- Skill in observing situations and decision making
- Must be able to work with people and be courteous and timely when handling customers
- Knows all safety and emergency procedures and is aware of accident prevention policies
- Remains calm under pressure and in stressful situations
- Good customer service skills
- Supervision exercised – none
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position requires minimal physical activity
- Bending, stretching, and kneeling for long periods of time
- Working evenings, weekends and holidays are required.
- Must be able to multi task.

CERTIFICATES/LICENSES & REGULATIONS:

- Cash handle training
- POS training

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitation.

Employee

Date

HR Representative

Date