



# Alaska Wildlife Conservation Center Retail Service Position

**Position : Retail Service Position**

**Status : Full-time, Seasonal**

**Reports To : Retail Manager**

**FLSA Status: Non-Exempt**

This position is responsible for daily transactions for AWCC visitors in the retail shop. The Retail Service Position will be trained to work in the retail store. The retail lead will train retail staff. Retail duties include customer support, operating registers, and restocking inventory. This position is responsible for cash handling, customer support, restocking inventory, processing retail transactions, daily cleaning duties, tagging of inventory and other tasks as assigned.

## JOB DUTIES

- Performs customer purchasing transactions for retail items, gifts, or pieces of art in a shop setting; explains characteristics and origin of items to customers.
- Informs arriving guests about the center.
- Ensures effective and clear communication with the Retail Manager, as well as all other AWCC department managers and staff.
- Responsible for complying with policies and procedures.
- Operates cash register; makes and records cash/Credit Card receipt transactions for daily sales, memberships, and commercial vouchers.
- Ensures all money and vouchers are accounted for properly; assumes responsibility for bank/till; oversees daily closing duties, including nightly deposits and money drops.
- Familiarity with membership details and how to promote sales.
- Actively promotes merchandise and offers all customers prompt service.
- Wraps merchandise purchases for mailing upon request.
- Assists with inventory, stocking, displaying, and pricing.
- Maintains a friendly, knowledgeable and courteous demeanor.
- Ensures a productive, respectful, and positive work environment. Assists other departments as directed to ensure a team atmosphere.
- Assists with opening or closing procedures.
- Keeps workspaces neat and orderly; assists with hauling supplies to/from retail location.
- Ensures visitors are aware of rules and policies upon entering campus.
- Accountability of money handling without supervision.

## NECESSARY SKILLS

- Opening and closing gates around the center in time with our hours of operation.
  - Performs other incidental and related duties as required and assigned.
  - Keeping assigned work area clean and completes daily cleaning tasks.
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- Ability to work in a team environment to help achieve AWCC's goals and objectives.
  - Excellent communication and customer service skills; ability to compromise, listen, learn, understand, and follow verbal and/or written instructions and directions.
  - Must be able to work a flexible schedule as needed, including weekends.
  - Knowledge of admissions and retail operations, including practices and techniques of transaction processing and cash handling. Highly proficient sales and cash handling skills.
  - Proven ability to effectively work in a fast-paced environment.
  - Skill in establishing and maintaining cooperative working relationships with other employees.
  - Ability to work directly with the public, providing information and assistance daily.
  - Ability/willingness to learn and pass on to customers those areas of interest to visitors, including knowledge about the animals, local history, people, culture, geography, etc.
  - Must have quick and efficient problem-solving skills.
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## QUALIFICATIONS

### **Minimum:**

- High school diploma or equivalent, AND
- One-year retail sales or cash transaction experience.
- One-year customer service experience.
- Valid Driver's License.

### **Preferred:**

- Current CPR and first aid certificates; drug testing may be required.
  - One-year cash handling experience in a fast-paced environment.
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## WORKING CONDITIONS

Constant sitting/standing with public interaction and communication; must be able to lift/move up to 50 pounds. The environment is dusty with a need for constant cleaning. At times, Portage Valley can receive very high winds and prolonged amounts of rainfall. This is a non-smoking, non-vaping facility.