



## **SPLASHDOWN BEACH**

### **Gift Shop Attendant**

### **Job Description**

Revised: 3/31/2021

#### **GENERAL PURPOSE**

The Gift Shop Attendant is responsible for all sales transactions, as well as maintaining the appearance of displays and merchandise in the gift shop. This position communicates directly with our guests, and works directly with our customer service staff.

#### **ESSENTIAL DUTIES/RESPONSIBILITIES**

- Ensure all guests are given responsive, friendly, and courteous service at all times.
- Responsible for all gift shop displays and merchandise sales, and handling guest requests with the highest level of professionalism.
- Responsible for stocking the gift shop.
- Responsible for knowing all prices and promotions available within our retail store.
- Assist with counting, and maintaining inventory par levels at all times.
- Works with the Customer Service Manager to stock and display merchandise.
- Gift Shop attendants are responsible for handling large sums of money and high volumes of guests; ability to work quickly and accurately is a must.
- Follows correct cash handling procedures, maintains accurate inventory controls including the tracking of damaged and transferred items.
- Maintains a clean work environment.
- Assist in other customer service areas as necessary.
- Works closely with park managers to ensure clear communication between all departments to maintain a clean, safe, friendly environment for all staff and guests.

#### **JOB QUALIFICATIONS**

- Must be 16 years of age or older, retail experience is preferred.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Personal drive, action-oriented, quick learner.
- Ability to thrive in a busy, fast-paced team environment as well as work independently.
- Exceptional organization, and strong attention to detail.
- Must possess excellent communication skills, multi-tasking, planning and problem solving skills.
- Knowledge of Microsoft Word and Excel.
- Experience on a register is helpful, but not required. Training on proprietary software will be provided to the right candidate.
- Ability to lift 50 lbs.
- Ability to work outside for long periods of time in all weather conditions, this can include rain, wind, and heat.
- Flexible Schedule. Must be prepared to work weekends and holidays.