



Job Title:	Retail Experience Associate	Department:	SHOP
Reports to:	Retail Experience Manager	Supervises:	N/A
FLSA Status:	Non-Exempt	FT/PT:	Full-time

Company Overview

With offices and camps in Farmingdale, Toms River and Waretown, Girl Scouts of the Jersey Shore serves approximately 11,000 girls and adults in Monmouth and Ocean counties. Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

Position Summary

The Retail Experience Associate serves as the first point for in person contact. The Retail Experience Associate is responsible for providing the highest level of customer service to all members/customers, both external and internal. You will be responsible for executing all store operations to make sales and profitability goals and maintain a visually appealing store. You create a positive environment that develops and engages customers every day. You love to bring your energy to work every day.

Essential Job Functions

- Represents great customer service and act as an ambassador for the brand.
- Be able to multi-task.
- Wait on customers.
- Balances cash draws at the end of the day.
- Refills stock items for shop, keeping an ongoing list of items that need to be re-ordered.
- Create purchase orders for the shop and trading posts and over with Retail Experience Manager.
- Keep appraised of new and discontinued items.
- Attend webinars (GSUSA).
- Attend retail conference at Edith Macy.
- Attend camp conference ACA.
- Keeps store and front desk area neat and clean.
- Maintain accurate inventory for the shop and trading posts.
- Receipt as necessary for Camp, Program and Membership.
- Cash drawers are accurate for the shop and trading posts.
- Manages processes that include, but are not limited to, office equipment management and office supply stocking.
- Prepare and submit Payment Request forms bi-monthly Finance Dept for shop/trading posts and office related bills.
- Answers inquiries by clarifying desired information, researching, locating and delivering findings.
- Manage online orders and products on Double knot, manage prices, active and inactive items.
- Assist with Financial Assistance for uniforms.
- Assist customers on how to place a shop order through Double knot, over the phone, and in person.
- Train staff as needed in the shop/trading posts.
- Have some knowledge to assist customers with other Department questions.
- Work in RMS/OpSuite, Omni Flex, Word, Excel and Mercury.
- Assist other Departments as needed.
- Perform other duties as assigned.

Skills & Qualifications

- 3+ years' experience in customer service.
- High school diploma or equivalent.
- Excellent verbal and written communication skills.

- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced environment.
- Proficient with Microsoft Office Suite or related software.
- Able to learn, understand, and apply tools in Salesforce.
- Thorough understanding of Company's products and/or services
- Ability to be flexible and open to change.
- Ability to accept criticism and work well under pressure.
- Experience identifying problems and implementing innovative solutions.
- Be or become a registered member of the Girls Scouts of the Jersey Shore.
- An ability to work nights and weekends as needed.

Physical Requirements

- Ability to lift, carry, and transport up to 35 pounds.
- Prolonged periods of sitting at a desk and working on a computer.

Equal Opportunity Employment

Girl Scouts of the Jersey Shore is an equal opportunity employer. Qualified applicants receive equal consideration for positions without regard to race, creed, color, national origin, nationality, ancestry, age, sex (including pregnancy and harassment), marital status, domestic partnership or civil union status, sexual orientation, gender identity or expression, atypical hereditary or blood trait, genetic information, veteran or military status, mental or physical disability, or any other consideration made unlawful by applicable federal, state, or local laws.

To Apply

Interested candidates should send a cover letter and resume to Human Resources at: bjara@gsfun.org, Subject: "Retail Experience Associate." Responses are due by **November 8, 2022**. No faxes or phone calls, please. Only those candidates selected for an interview will be contacted.

Girl Scouts of the Jersey Shore

800.785.2090 • GSFun.org

Monmouth Service Center

242 Adelphia Road

Farmingdale, NJ 07727

Ocean Service Center

1405 Old Freehold Road

Toms River, NJ 08753

