



Girl Scouts of the Jersey Shore

Job Title: Part time Retail Experience Specialist

Department: Retail

Reports To: Asst. Director of Retail Experience

Company Overview Girl Scouts of the Jersey Shore is committed to building girls of courage, confidence and character who make the world a better place! We serve more than 12,000 members from Monmouth and Ocean counties with the resources to become tomorrow's leaders. All of this is possible thanks to the dedication of our 3,800 adult members, more than 40 full-time staff, 20+ board members and countless supporters, all believing in our mission.

Position Summary The Retail Experience Specialist will be responsible for ensuring a positive retail experience for shoppers, providing excellent customer service, and maintaining general appearance of the GSJS mobile shop and store locations. This will be a part-time position beginning requiring a flexible schedule consisting of mostly nights and weekends. This position is responsible for driving, stocking, and selling out of the mobile shop vehicle, helping customers shop, answering questions, and performing daily store operations. The Retail Experience Specialist is a representative of the retail brand and plays an important role in the store's success.

Work Hours:

Part-time (20-30 hours/week) Scheduled days may vary, nights & weekends are required.

Position Requirements:

- Must have a valid driver's license
- Ability and comfortability to drive the Mobile Shop vehicle
- Ability to lift, carry and transport at least 35 pounds.
- Frequent sitting, standing, walking, bending, and twisting upper body.
- Frequent periods of sitting at a desk and working on a computer.
- Continuous indoor and outdoor activities and exposure to weather, florescent and sun light.
- Must be able to travel within Monmouth and Ocean counties.

Essential Job Duties:

- Operate and manage the council's Mobile Shop, including: driving vehicle, filling with gas, restocking inventory, working in vehicle for long periods of time, driving throughout Monmouth and Ocean counties
- Work with Council on coordinated operations with the Mobile Shop
- Greeting customers – going above and beyond to ensure a special experience for all members
- Demonstrates excellent customer service skills
- Helps customers select products, answer questions, give suggestions and shares product knowledge
- Comfortable in the upselling of products
- Open and balance the cash drawer, including daily submission of printed reports to the Finance Department
- Maintain an inventory list for reorders
- Place orders once approved for approved vendors
- Receive shipments for shops and council, deliver accordingly.

- Assist with inventory, including receiving and stocking merchandise for both brick-and-mortar stores and mobile stores
- Keep store area clean and organized (including mobile shop)
- Receipt transactions for other departments as necessary (camp, program, fund development, etc.)
- Answer in-person or phone inquiries and provide desired information by researching if necessary; locate and deliver findings
- Available to work scheduled extracurricular events to maintain stock, assist Retail
- Perform other duties as directed by management

Skills & Qualifications:

- Excellent oral and written communication skills – ability to express ideas and facts in a clear and understandable manner appropriate for the individual or group, listen to and comprehend what others are saying, has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate effectively with a diverse group of girls, volunteers, and staff
- Knowledge of Microsoft Office including Word, Excel, and Salesforce
- Ability to seek and acknowledge views and ideas from customers; identify, prioritize, and balance customer issues, take time to answer questions and explain decisions, follow through on commitments to customers in a timely manner, maintain a commitment to continuous improvement
- Demonstrated ability to problem solve; display comfort in presenting the value behind solutions in a way that resonates with what is most important to customers of the organization
- Active Listening - ability to skillfully use a variety of questions and other active listening techniques to promote a robust discussion with members/customers and identify needs.
- 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.
- Ability to multi-task
- Attention to detail
- Able to work under minimal supervision and take initiative in making decisions
- Be a registered member of the Girl Scouts of the Jersey Shore
- Adhere to all company policies, procedures and practices.

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.