

Sales Associate Job Description:

Assist with daily operation of Gift Shop.

- Perform opening or closing duties as trained using the POS software.
- Reconcile individual sales drawer and record all attendance and sales information at end of each shift.
- Email nightly reports of daily sales, admissions, and last year's records to the director
- Deposit bank bags, as instructed by gift shop manager.
- Assist in checking in and tagging new merchandise, as instructed.
- Break down boxes and sort out the recyclable items.

Create welcoming atmosphere for guests that will enhance their visit and encourage return visits.

- At all times, ensure that Gift Shop is kept clean and stocked with merchandise, and that supplies are ready for guest arrival. Keep cash drawers equipped with change.
- Greet all guests and stop anyone if exiting without paying.
- Take admission fees; supply visitors with a self-guided map, and a brief summary of The Gardens. Also inform visitors of any daily or upcoming events.
- Distribute maps and other tourist-related information as requested, i.e. directions, restaurants, etc.
- Answer telephone when possible and respond to questions and requests and/or connect caller to appropriate person or take a message if necessary.
- Fill out and process appropriate paperwork as instructed.

Generate income for The Elizabethan Gardens through the operation of The Elizabethan Gardens Gift Shop.

- Recommend appropriate items for guests to purchase. Encourage additional sales as appropriate.
- Assist with selection of plants by sharing information on care, if available, and refer guests to nursery for additional plant selection.
- Operate cash register and credit card payments. Process all sales, donations and other income as trained. Package sold items appropriately.
- Encourage "Friends of The Elizabethan Gardens" memberships.

Maintain positive and open lines of communication with all other Gardens Staff.

- Notify Gift Shop Manager of any needs, concerns or opportunities that may arise.
- Attend monthly staff and departmental meetings.
- Use walkie-talkie radio to contact staff with guest or other questions, as needed, when appropriate.

Assist with special events as needed.

- Inform guests of upcoming special events.
- Process ticket sales using Showclix as trained.
- Help with set up, activities and clean up after events as needed.

Be awesome!