

Position: Gift Shop Retail Assistant
Department: Gift Shop
Reports To: Gift Shop Manager
Status: Part-time/Non-exempt

JOB DESCRIPTION: The Gift Shop Retail Assistant is responsible for providing customer service, sales and merchandising at Descanso Garden's Gift Shop and satellite tables.

JOB CLASSIFICATION:

This part-time, non-exempt, position includes evening and weekend hours. The regular schedule is approximately 24 hours/week, Sat, Sun and Wed 9AM – 5PM. Changes to the weekly schedule will be determined by the manager and as required by the needs of the organization.

DUTIES AND RESPONSIBILITIES include but are not limited to:

Customer Service:

- Provides customer service to all visitors in the Gift Shop and outside at the seasonal satellite tables.
- Works on the Mobile POS cash register.
- Counts the number of shoppers to comply with LA County Health Department regulations.

Merchandise and Inventory Control:

- Restocks of the product mix for each satellite table, including some visual display.
- Helps unpack, tag and organize stock.

Financial:

- Opens the cash register at the beginning of the day and reconciles the end-of-day cash/computer.

Other:

- Maintains a neat and clean appearance of the Gift Shop and satellite tables.
- Assists in keeping the back rooms and storage trailers neat and accessible.
- Keeps shopping bags and office supplies stocked (pens, postcards, etc.).
- Performs other duties as assigned.

EQUIPMENT USED:

Cash register, credit card processing machine, phone, calculator and computer.

PHYSICAL DEMANDS:

This position requires flexibility to work in the Gift Shop and at the satellite tables as well as an active outdoor environment which includes public interaction, some noise and various other distractions throughout the Gardens. This position requires the ability to carry out daily physical work such as rolling tables and moving merchandise which may include lifting and carrying 25 pounds.

QUALIFICATIONS AND REQUIREMENTS:

- One year of cash handling and customer service experience required
- Must be able to operate a cash register, handle simple calculations and money transactions. Must demonstrate excellent communication skills, an enthusiasm for selling and an enjoyment for working with customers in a retail setting
- Good working knowledge of computers (Word, Excel) and familiarity with general office equipment
- Familiarity with point-of-sales software such as Retail Pro highly desirable

- Must have an outgoing personality and be a quick learner to be able to assist public with merchandise and answer questions about Descanso Gardens
- Must be self-motivated, have a high degree of integrity, honesty and a strong work ethic
- Must be able and willing to work outside in all weather conditions

COMPENSATION: \$16.00 per hour

To apply: Interested parties may apply by submitting a MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with **GIFT2204** in the subject line. Only those meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept Letters of Interest and Resumes until the position is filled.

No phone calls, please.

Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value. Each employee and applicant will be considered on the basis of individual ability and merit, without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, marital status, physical disability, mental disability, medical condition, genetic information, protected military or veteran status, or any other characteristics.