



JOB POSTING

Job Title: Team Lead-Retail and Admissions

Status: Full-Time

Number of Positions: 1

Classification: Non-Exempt

Reports to: Supervisor of Sales

Posting Deadline: 12/10/2019

Description

The Team Lead-Retail & Admissions primary objective and responsibility is to provide world-class customer service to Aquarium visitors and members while assisting with monitoring daily operations in the Aquarium's gift shop and admissions desk.

Essential Responsibilities

- Communicates between companies and merchandise vendors to order products/merchandise to be sold in the Aquarium's gift shop
- Process monetary transactions and accurately use a register/ point of sale system
- Recommend product for a stocked inventory of Aquarium themed products, apparel, child-items, branding and souvenirs
- Conduct product inventory as requested by Aquarium administration
- Provide support and assistance during special events and fundraisers at the Aquarium of Niagara
- Respond directly to guest inquiries, comments and concerns and ensure attention is provided
- Monitor daily operation of admission area and gift shop
- Oversee cash handling, register functions, and day-end reconciliation
- Ensure that selling areas are maintained in a well-stocked, neat, and orderly fashion
- Maintain inventory control through proper upkeep of stock areas for maximum ease and speed of locating, counting and restocking of merchandise
- Oversee the repairs and maintenance programs of all equipment within the gift shop
- Implement and maintain visual presentation within gift shop
- Oversee, hire, train and monitor the performance of sales/guest service personnel

Requested Requirements

- 2-5 years in relevant business experience (sales, merchandise, management, customer service)
- 1-2 years of supervisory experience
- High school diploma, college degree in business preferred
- Proficient use in Microsoft Office software, including Microsoft Word and Excel
- Familiarity with point of sales software
- Exquisite attention to detail, and attitude of personal accountability
- Must demonstrate excellent oral and written communication skills
- Must be a strategic and conceptual thinker
- Ability to work independently, at times with minimal supervision, as well as on a team as necessary

To Apply

Please send resume and cover letter to tpalmisano@aquariumofniagara.org. Be sure to include Supervisor of Sales in the subject line of any correspondences.

The Aquarium of Niagara is an equal opportunity employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.