

BINDER PARK ZOO

SEASONAL RETAIL LEAD

Mission Statement: Connect. Inspire. Conserve. Connect people with nature. Inspire them to conserve.

REPORTS TO: Retail Manager
SEASONAL OR NON-SEASONAL: Seasonal, Non-Benefited
FLSA STATUS: Hourly, Non-Exempt

POSITION SUMMARY: Assists the management team in the daily operation of the retail venues including the opening and closing of all retail stands.

POSITION REQUIREMENTS:

- Prior retail management experience.
• Knowledge of retail best practices.
• Outstanding customer service and interpersonal skills.
• Knowledge of point of sale systems (i.e. TAM).
• Ability to motivate retail staff to attain excellence.
• Must be 18 years of age and possess a valid driver's license.
• Must be able to relate positively with diverse groups of people (guests, staff, volunteers and vendors).

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Assist with screening, hiring, training, scheduling, and motivating staff as needed.
• Organize retail operations and allocate daily responsibilities to staff based on need and available resources.
• Supervise and guide staff to attain maximum performance.
• Assist in monitoring inventory levels and purchases.
• Ensure that products are correctly and consistently labeled and signed.
• Address the needs of guests in a professional and positive manner.
• Inspect the retail facilities on a regular basis and resolve any issues.
• Assist with planning and overseeing in-store promotional events and displays to achieve projected results.
• Report all important information to the Retail Manager in a timely manner.
• Ensure the department fulfills all legal health and safety guidelines.

OTHER DUTIES AND RESPONSIBILITIES:

- Assist in creating procedures and training manuals for all areas within the department.
• Comply with all Binder Park Zoo policies and procedures.
• Participate and assist in team oriented zoo projects as needed, including all events.
• Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- Assist in continuous training with employees and implement customer satisfaction.

PHYSICAL AND ENVIRONMENTAL DEMANDS:

- Ability to work a flexible schedule including extended evenings, weekends and holidays.
• Ability to sit, stand, bend, lift and move intermittently.
• Ability to lift 50 lbs. and ability to stand for a period of up to 5 hours.
• Ability to read, speak and write English in order to fulfill job functions in an understandable way.
• Ability to work in all weather conditions.

APPROVAL:

Supervisor Signature

Date

STATEMENT OF UNDERSTANDING AND ACCEPTANCE:

I have received a copy of the job description for Seasonal Retail Lead. I have read the requirements as outlined and understand this is not an exhaustive list of duties, but an overview of the general duties and responsibilities of the position.

Employee Signature

Print Name

Date

Binder Park Zoo offers employment opportunities, education programs, and services without regard to race, color, religion, national origin, disability, age, height, weight, marital status, gender, sexual orientation, or gender identity.