SEASONAL RETAIL LEAD


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

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