

Lead Girl Experience & Retail Sales Specialist

Imagine joining a group of individuals – each with their own unique skills and passions, but united by a common purpose. Imagine yourself at Girl Scouts!

Our Mission. Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

Girl Scouts of California's Central Coast (GSCCC) is chartered by Girl Scouts of the USA to provide Girl Scouting in the counties of Santa Cruz, Monterey, San Benito, San Luis Obispo, Santa Barbara and Ventura Counties.

Girl Scouts of California's Central Coast is seeking career professionals committed to making a difference. Working with Girl Scouts – an organization with a solid history and a growing future – means working to your fullest potential in a dynamic and diverse environment.

Title:	Lead Girl Experience & Retail Sales Specialist
Hourly Rate:	\$21 per hour
FLSA Status:	Non-Exempt
Revision Date:	February 14, 2023
Department:	Retail
Reports to:	Director of Retail

General Summary:

The Lead Retail Sales Specialist position has the responsibility and accountability for retail functions at a specified retail location in the council. Performs a variety of retail shop activities, including operating the shop in an organized, efficient, and accurate manner; providing exemplary customer service; processing transactions; tracking inventory; and maintaining an attractive and inviting shopping environment.

Essential Job Functions:

- Daily operation of council retail shop – Manages the opening and closing of the retail shop.
- Assist with customer care phone calls and walk-ins.

- Ensures and provides quality service to both internal and external customers.
- Possesses expert knowledge of the Girl Scout Leadership Experience to provide merchandise information and product selection assistance.
- Answers inquiries researching, locating and delivering findings.
- Enhances organization reputation by providing a positive customer experience for all those contacted. Either in person or by phone.
- Works with the Director of Retail Sales to identify trends and to promote and stimulate the sale of Girl Scout merchandise while meeting the needs of girls, parents, adult members, and visitors.
- Daily cash receipts
- Use point of sale system in performing retail functions/tasks to include but not limited to cash register sales, returns and exchanges, store to store and inter-store transfers, ordering and receiving of inventory, opening and closing routine, end of month reporting, filling mail/fax/email/phone or troop leader orders and receipting for other departments.
- Assist and implement promotional materials in shops/portable shops driving sales by understanding the business.
- Support Council functions through promotion of Council sponsored activities. Extended hours may be needed on occasion to support program events, meetings, trainings, etc.
- Create and maintain a crisp visual presentation. Ensures the sales floor and backroom are organized, clean and neat.
- Provide support to various GSCCC departments as needed (i.e. Product Sales, Program, Recruitment and Retention)
- Performs other duties as necessary or assigned.
- Plans, identifies, communicates and delegates responsibilities to the team.
- Handle training, coaching, recognition, and performance management
- Direct the execution of our company standards and overall visual direction.
- Make business adaptations to increase sales and service.
- Communicate key company strategies and changes to teams as needed.
- Inspire a customer culture by recognizing and rewarding team.
- Develop top performers and evaluate performance, give coaching and appropriate level of feedback.
- Builds teams through effective employee development, involvement, and communication.

Qualifications:

- High School diploma or equivalent required and relevant experience.
- Excellent people skills including the ability to positively engage and by being a helpful, friendly brand ambassador for Girl Scouts.
- Exceptional internal and external customer service skills
- Excellent time management skills; ability to take initiative to solve problems and work with minimal supervision while functioning as a team member.

- Demonstrated proficiency with point of sale systems and merchandise display
- Exercise independent judgment and discretion when handling potentially confidential or sensitive matters.
- Valid driver's license with good driving record and reliable transportation.

Cultural Competencies:

Girl Scouts of California's Central Coast is committed to a culture that fosters a workplace that is open and inviting to our staff and members. We at Girl Scouts of California's Central Coast live by the following Guiding Principles. Specific skills and competencies related to each of our Guiding Principles is in a separate "Cultural Competencies" document. We expect all members of our staff to embody and develop these competencies.

- **Communicate with compassion:** be open, honest, respectful, clear, direct, and timely.
- **Innovate through change:** be proactive, agile, and responsive.
- **Work with purpose:** be intentional and visionary.
- **Embrace our community:** be supportive, empathetic, collaborative, and appreciative.
- **Be accountable:** own it.
- **Make each day FUNomental:** we can do it!

Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee must be able to:

- Ability to occasionally work more than assigned work schedule.
- Ability to have daily access to reliable personal transportation for work.
- Ability to travel in a car as a driver or a passenger for long periods.
- Ability to lift, push or pull up to 25 lbs., including lifting that weight in and out of a vehicle truck and similar tasks.
- Ability to stand for extended periods of time, bend and squat, and to walk over rough ground.
- Ability to sit and work at a computer display for extended periods.
- Must be a detailed-oriented self-starter and adaptable to change.
- Must be a team player that can form relationships with all departments.
- Positive attitude, willing to learn and cross function, and develop accounting skills.
- Must be able to interact with employees, vendors, and volunteers in a professional manner.
- Must successfully complete a criminal history background check.

Location: Oxnard at The Collection

To Apply:

If your work experience matches the qualifications for this position, please send your resume and your cover letter by emailing **careers@girlscoutsgccc.org** along with a description of why you feel you are the best fit for this position. The subject line of the email should read **[Title of the position] – [your name]**.

The statements herein are intended to describe the general nature and level of work performed by employees but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

GSCCC is an Equal Opportunity Employer committed to diversity.