

# Position Description

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**POSITION TITLE:** Retail Coordinator

**SALARY GRADE:** 9

**DEPARTMENT:** Customer Care

**FLSA:** Non-Exempt, FT

**REPORTS TO:** Customer Care Manager

**DATE:**

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**Position Summary:** The Retail Coordinator serves as a vital member of the Customer Care team by providing retail assistance and excellent customer care to all retail shop patrons. This position is responsible for coordinating retail activity, monitoring inventory, implementing retail marketing plans, developing merchandising techniques and achieving sales objectives for the retail shops, traveling shops, and trading posts.

## **Major Accountabilities:**

1. Ensures the efficient and effective operation of a council retail shop to meet annual sales objectives while utilizing sound merchandising techniques.
2. Provides quality customer care to all shop patrons – girls, parents, volunteers, co-workers and the general public.
3. Applies Salesforce knowledge base (solutions) to address and answer a variety of member questions and concerns. Recommends the creation of additional solutions as necessary.
4. Knowledgeable of and about Girl Scout merchandise, council events, how to help a new leader and assist customers in making selections appropriate for each Girl Scout age level.
5. Processes all transactions through the council point-of-sale system.
6. Develops displays that sell merchandise, and maintains an organized, clean and attractive council shop.
7. Received and stocks merchandise and creates GSM purchase orders.
8. Ensures adequate stock levels are maintained by conducting periodic and annual inventories and maintaining accurate inventory controls to meet seasonal and special needs of the shop customers.
9. Works with the Customer Care Manager to develop and implement the annual marketing plan for retail operations.
10. Answers incoming calls, processes mail, phone, e-mail, on-line orders and record keeping.
11. Meters mail and takes to Post Office when necessary.
12. Handles check-in/out procedures for the council library and designated equipment.
13. Manages office supply inventory.
14. Provides back up as needed to ensure efficient functioning of the Service Center to deliver services to the membership.
15. Performs other duties as assigned.

## **Position Qualifications:**

High school diploma or equivalency

One to two years' retail and/or clerical experience preferred

Full computer literacy and demonstrated proficiency in the Microsoft Office suite including Word and Excel

POS experience preferred

Must be able to operate various office equipment including fax, calculator, business phones, copier, postage machine, etc.

Must have excellent customer service skills

Must have excellent time management and organizational skills

Strong mathematical aptitude

Well-disciplined and a self-starter

Excellent customer care skills

Ability to communicate the written and spoken word with tact, diplomacy, and/or authority when necessary

Ability to work well as a part of a team

Ability to meet travel requirements, including occasional night, weekend and/or overnight travel

Valid driver's license and access to a properly licensed and insured vehicle in working condition

Flexibility and a good sense of humor

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ability to read numbers, reports and computer terminals. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is required. The job requires travel.

### **Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

### **Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

**This position description does not constitute a contract.**