

ANIMAL RESCUE LEAGUE SHELTER AND WILDLIFE CENTER
Job Description

Position Title: Retail Sales
Department: Marketing
Reports to: Manager of Retail Sales
FSLA Status: Non-exempt part-time
Date Prepared: December 8, 2016

Principal Accountabilities

1. Uphold the mission of the Animal Rescue League throughout all responsibilities of the position
2. Understand and support the Open Door Philosophy of the Animal Rescue League
3. Actively engage in and work as a team with ARL employees and volunteers
4. Drive profitable operation of store which includes both the physical and online site.
5. Use Shopify and process online orders
6. Open/close store on assigned days
7. Assist with merchandising functions, including orders and overall store appearance
8. Control store's shrink rate and safety performance
9. Demonstrate exceptional customer service, engagement and approachability to build relationships and maximize repeat visits
10. Ability to communicate effectively in all situations with great interpersonal and active listening skills
11. Utilize financial and store reports to identify operational opportunities including sales, customer service, turnover and team engagement
12. Engage in key relationships with vendors and assist with merchandising functions, including orders and overall store appearance
13. Identify and coordinate product education opportunities for staff
14. Control store's shrink rate and safety performance
15. Work with other departments to identify retail items
16. Other duties as assigned by the Manager of Retail and Director of Marketing

Qualifications

1. Demonstrate exceptional customer service, engagement and approachability to build relationships and maximize repeat customer visits
2. Experience with sales and retail business systems (POS and inventory tracking software)
3. Ability to communicate effectively in all situations with great interpersonal and active listening skills
4. Ability to work a flexible schedule to include mornings, afternoons, evenings and weekends.
5. Must be physically capable of carrying up to 40lbs at a time
6. Must be able to maintain a stationary position for 60% of the time
7. Must have reliable transportation