



Per Diem Sales Associate Job Description

Benefits: Per diem employee, no benefits of Atlantic Health System

Reports to: Overlook Auxiliary Gift Shop & Bloom Manager

Gift Shop & Bloom Office Assistant works independently as a Shop Associate. Position includes evening and weekend hours. The shift schedule will be determined by the Gift Shop & Bloom Manager as required by the needs of the Overlook Auxiliary.

Responsibilities

- Maintain best standards of customer service, including greeting every customer, offering assistance, educating customers on shop services and mission and conducting all interactions with professionalism and a pleasant service-oriented tone.
- Maintain positive, welcoming attitude and professional demeanor with customers, coworkers, volunteers, and any individual encountered with Overlook.
- Responsible for assisting in gift shop duties which include the following:
 - Promptly open and close shop to posted hours (ensure all customer requests are fulfilled before closing doors).
 - Setup register and credit card machine and maintain records of daily receipts. Handling money and safeguarding assets against loss.
 - Maintain a visible presence at the gift shop register area and on the retail floor.
 - Knowledgeable on current sales and promotions, policies regarding payment and exchanges and security practices.
 - Respond to customer questions and requests in a prompt and efficient manner. Suggest alternative merchandise if item they are requesting is not available.
 - Build relationships with customers to increase likelihood of repeat business.
 - Seek positive resolution to any dispute with customer satisfaction as end goal.
 - Perform general shop duties as needed - maintains and straightens displays
 - Inventory and replace candy, snack and merchandise sold as needed.
 - Work with AHS couriers and Volunteer Services to deliver flowers and gifts; deliver flowers and gifts within medical center when required
 - Answer all phone calls promptly, answering questions, or taking orders.
 - Always maintain a clean, tidy, safe work area and customer service counter
 - Communicate effectively with manager by providing up-to-date information on any request or issues
 - Promote Shop and Auxiliary initiatives as well as special programs as requested.
- Complete all required AHS training.
- Follow AHS employee guidelines and code of conduct.