



## GIRL SCOUTS—DAKOTA HORIZONS

<b>Position Title:</b>	Retail Specialist
<b>Location:</b>	Varies
<b>Position Classification:</b>	Full-Time or Part-Time/Non-Exempt
<b>Reports To:</b>	Senior Regional Director, Vice President of Sales
<b>Approved By:</b>	Chief Human Resources & Risk Officer
<b>Direct Reports:</b>	None

### Position Summary:

The Retail Specialist is part of a cross functional team that will manage the area's Retail Store including customer service, inventory, sales, and displays. The Retail Specialist coordinates with the Sales Coordinator and the Vice President of Sales to implement annual merchandise and marketing plans to promote and stimulate sales of Girl Scout merchandise while meeting the needs of girls, adult members, employed staff and visitors. Position provides clerical support to include answering phones, providing exceptional customer service, corresponding via computer, and record keeping.

### Major Accountabilities-Retail

1. Member of a cross functional team that recruits, retains, and supports girl and adult members to reflect established council goals.
2. Effectively monitor, evaluate and control inventory stock levels. Strategize with the Sales Coordinator and Vice President of Sales to ensure the availability of adequate stock for troops and council events/activities, seasonal and special needs of customers.
3. Promote sales and services provided by the council.
4. Work to meet annual sales goals while utilizing sound merchandising techniques (i.e.: selling, purchasing and promoting Girl Scout merchandise).
5. Daily upload and proper reporting of POS transactions, weekly and monthly reporting of receipts and transfers according to directions from Sales Coordinator and Vice President of Sales.
6. Provide high quality customer-centric service to all internal and external customers (employed staff, volunteers, Girl Scout Members, etc.) by portraying a positive image of Girl Scouting and supporting staff in meeting program needs.
7. Provide clerical support as assigned including answering phones and routing to appropriate staff. Ensure first point of contact interactions are professional, friendly, courteous and timely.
8. Promote and assist with product sales programs to achieve council goals.
9. Demonstrate and promote the Girl Scout culture.
10. Implement risk management policies and procedures within area of responsibility.
11. Demonstrate and promote a climate of courtesy and professionalism to staff, co-workers, volunteers and others.
12. Other duties as assigned.

**Major Accountabilities-Leadership**

- 1. Actively and consistently demonstrates the Girl Scouts norms by holding self accountable for results, holding the whole, assuming good intent, taking in ideas without judgment, embracing conflict and disagreement, speaking truth in a constructive way with a goal for mutual resolution, and staying focused on our mission.
- 2. Demonstrates service excellence and positive interpersonal relations in dealing with others including staff, Board, members, volunteers, girls and community members, so that productivity and positive relations are maximized.

**Qualifications:**

- 1. High School graduate. Associates degree in business, marketing, or related field or equivalent of education and experience preferred.
- 2. Advanced retail and customer management skills
- 3. Demonstrated passion and enthusiasm for the Girl Scouts Mission as well as for customer advocacy. Strong sense of urgency and results-orientation are required
- 4. Exceptional written, verbal, listening and interpersonal skills with the ability to be diplomatic, persuasive, and build support and commitment
- 5. Knowledge of Microsoft Office and electronic retail POS systems
- 6. Ability to work a flexible schedule that includes some travel, night and weekend hours as needed.
- 7. Valid driver’s license with access to reliable personal transportation which is properly licensed and insured.
- 8. Ability to actively and consistently demonstrate the Girl Scouts norms and culture.
- 9. Ability to maintain active, paid membership in GSUSA annually.
- 10. Ability to maintain regular and consistent attendance.

**Working Conditions/Physical and Safety Requirements:**

- 1. This position will work in normal business office environment conditions
- 2. Must be able to lift and carry up to 30 lbs
- 3. Must be able to successfully complete required pre-hire criminal background screening
- 4. Required to perform tasks while sitting at a desk, using normal hand dexterity on a regular basis. Mobility is required, including standing, moving about, and sitting

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.