



Job Description

Job Title: Retail Sales Associate

Reports To: Zoofari Gift Shop Manager

FLSA Status: Non-Exempt (Part Time)

SUMMARY:

The Retail Sales Associate will work in the Zoofari Gift Shop in the Zoo. The Associate will be responsible for providing guests with exemplary sales experience, the cleanliness of the shop, cashing out purchases, and maintaining adequate inventory on the shelves. This position reports to the Manager of Zoofari. Additional guidance is received through established policies and procedures, plus verbal and written communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Driven to deliver superior customer service to guests of the Zoo and Zoofari.
- Proven ability to plan, set and achieve goals set in collaboration with Manager.
- Process sales accurately in computer system.
- Greet customers in a friendly, engaging manner.
- Stock and restock merchandise on shelves and tables to represent an adequate inventory.
- If necessary, upon completing training, open and close shop at Manager's direction.
- Develop and nurture relationships with all Zoo staff, volunteers, interns, vendors, and guests.
- Adheres to all Central Florida Zoo Policies and Procedures.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum 18 years old.
- Must be able to work independently and as a team player in a fast-paced, energetic environment.
- Strong organizational and follow-up skills.
- Excellent verbal and interpersonal skills.
- Present a professional image in appearance, words, and actions.
- Must provide a negative drug test result (testing provided by Zoo).
- Be reliable and use good judgment in all situations.
- Must be able to work flexible hours, including weekdays, weekends, holidays and evenings.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

EDUCATION / EXPERIENCE:

This position requires a high school diploma or equivalent. Prior retail experience required.

LANGUAGE ABILITY:

- Ability to respond to common inquiries, requests, or complaints from guests and/or staff kindly and courteously.
- Must be able to communicate with guests and staff clearly and effectively.
- Bi-lingual languages desired.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid Florida driver’s license.

PHYSICAL DEMANDS:

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds, stand for extended periods of time and drive Zoo vehicles.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to talk or listen.
- The employee is frequently required to use hands and fingers to handle, reach or feel and manipulate objects or controls.
- The employee is frequently required to sit, walk distances, climb, balance, stoop, bend, kneel and crouch.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

A significant percentage of duties are performed within the confines of the gift shop, however, under certain circumstances it may be required to be outdoors in various weather conditions, ranging from rain, wind, cool to cold weather, and extreme heat and humidity. It is possible the employee will be exposed to dust and harsh chemicals that if not handled properly may present a health hazard. The noise level in the work environment is usually moderate.

Central Florida Zoo & Botanical Gardens reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the Central Florida Zoo & Botanical Gardens and in no way constitutes a written or implied contract of employment.

Employee (Print name)

Employee’s signature

Department Representative

Date

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