



POSITION TITLE: Retail Sales/ Merchandiser
DEPARTMENT: Retail
REPORTS TO: GR Manager

POSITION SUMMARY:

Butterfly Wonderland Retail sales/ Merchandiser is a dedicated individual who can oversee and achieve, in the best way possible stocking, merchandising, and sales talents as needed for the success of the retail store – Butterfly Treasures as well as part of the Guest Relations team in administering sales in the admissions windows and membership areas. Fostering a positive teamwork atmosphere, detailed, organized, independent attention to the overall retail product experience.

MAJOR DUTIES AND RESPONSIBILITIES:

- Friendly, positive attitude with experience in retail sales; preferably entertainment venues with gift store specific items that create memories for the guest purchases.
- An example of being patient, kind, respectful, guest service focused, honest, and committed to interacting with one another as well as guests of all ages.
- Ensure that a proper level of stock is maintained and that the merchandise is displayed appropriately with proper signage and favorable shelf placement.
- Work closely with Buyer on the new product for an awareness and appreciation of certain products so sales team are more likely to recommend these products to customers.
- Process all incoming merchandise, receiving and overseeing tagging policies
- Assist in controlling all stock levels of merchandise; making sure all stock is filled and ready to sell
- Understand how to look up inventory in the POS for restocking and stocking levels
- Must be multi tasked/trained to work admissions windows
- Maintain all sales merchandise
- Maintain that there is no damaged stock on the floor
- Maintain all visual displays to entice guests to purchase and add on items to complete the larger sale
- Assist with sales on the sales floor
- Assist with placement of merchandise from buyer and retail manager to understand related purchases for stories and upselling
- To be able to awaken the senses, and provide a wonderful buying experience for the guest
- Ensure daily that all light fixtures and furniture are in the best condition to feature product
- Maintains and requests orders for supplies for visual merchandising
- Displays all new merchandise and works closely with Retail Manager on product needing to be placed on the floor
- Must be able to lift 20 + lbs
- May be required to attend trade shows for assistance in merchandise selection and merchandising product development
- All other duties assigned as needed by management



REQUIRED EXPERIENCE:

Experience in the retail industry in sales and merchandising. understanding the flow of merchandise and the color ways, blocking of merchandise to entice the guest to purchase by visually attracting. Also to increase add-ons by placing like merchandise together. Detailed oriented and customer service oriented.

- 2-3 years' experience in retail sales, customer service
- 1 year experience in store gift merchandising.
- Willing to learn.
- Experience with cash handling, tracking, loss prevention and inventory management systems

PHYSICAL AND MEDICAL REQUIREMENTS:

- Ability to work a flexible schedule which may include evenings and/or weekends and holidays.
- Ability to respond to emergencies on an on-call basis.
- Successful completion of all pre-employment screening
- and capable of performing strenuous and/or heavy physical labor.
- No history of allergy related to animals or plants, which might interfere with ability to work.
- Employee must be able to occasionally lift or move, carry, push, or pull up to 50lbs.
- Ability to stand for long periods of time, as well as walk.
- Ability to use hands to finger, handle, or feel; and reach with hands and arms.
- Ability to balance, stoop, kneel, crouch, climb stairs, or crawl.
- Required to frequently talk and hear.
- No impairment of sight, smell, hearing, touch, balance and agility of movement which might interfere with ability to work.
- Must be able to take directional cues directly or indirectly.
- Ability to work in an environment that may be loud at times.
- Ability to work in all weather conditions, including occasional extreme hot or cold, and wet and/or humid conditions.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must exemplify core fundamentals of the Employee Promise, which states:

- I am empowered to take ownership of any opportunity to exceed expectations.
- I anticipate guest needs and pay attention to the details.
- I treat all internal and external customers with respect.
- I am on stage! (Smile)
- I have an attitude of gratitude.
- I get it right the first time.
- I display actions that are moral and ethical.
- I always provide alternative solutions.



A rainforest experience.

- I am committed to learning every aspect of our product and services.
- I use the 10/5 rule, 10 feet I acknowledge my guest's presence with a smile and at 5 feet. I greet them with a courteous word.
- I use name recognition at every opportunity
- I take personal responsibility for our surroundings.
- I am accountable for my tools and resources.
- I value the contribution of every team member.

Signatures

This job description has been approved by all levels of management:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____