

**Position: Gift Shop Sales Supervisor**

The Gift Shop is looking for a self-motivated, hardworking, fun person to join our team. Willingness to work a flexible schedule, a desire to sincerely help our guests, and a professional manner are a must. The Gift Shop Sales Supervisor (GSSS) is a leader in customer service from greeting and register operation to recommending items to help guests find the perfect souvenir/gift, and everything in between. This person will be proficient in product knowledge, operational knowledge and familiar with overall zoo information. The GSSS participates in recruiting, interviewing, hiring, and orientation of new hires. The GSSS participates in annual inventory.

The GSSS is responsible for all aspects related to the Gift Shop sales goals focusing on customer service and selling skills. This includes all related staff trainings, staff scheduling (the right person in the right place at the right time) as well as the maintenance of stocking, merchandising and housekeeping standards of the shop/carts and zoo departmental transfers. The GSSS is to be fully engaged supervising in all manners of guest services including but not limited to training, coaching, correcting staff. The GSSS is responsible for developing and maintaining SOP's for daily operations.

Duties include managing the daily operations of the sales floor(s). During peak season, April to October, at least 50 percent of the GSSS's time will be spent on the sales floor coaching and guiding the staff. The GSSS is responsible for excellence in customer service, ensuring great guest experiences, and resolving any guest challenges. The GSSS oversees training staff in operational knowledge, product knowledge, loss prevention, and selling skills in order to provide a complete and exceptional customer service experience. The GSSS utilizes the Gift Shop Operations Coordinator to achieve these goals.

The GSSS will seek ways to improve the Gift Shop. The GSSS must have good communication skills and a positive and friendly presence when dealing with Zoo visitors. The GSSS must be a team player and communicate with various departments within the Zoo and vendors outside the Zoo. The GSSS must be able to make decisions regarding daily operations and staffing issues.

The GSSS is required to work the front line when needed and is fully engaged in daily operations of the Gift Shop and Gift Carts as well as CMI and Kaman's activities.

The GSSS is under the direction of the Gift Shop Manager and reports directly to that position. The GSSS will be responsible for managing a budget and setting goals annually. It is important for the GSSS to be a team player and work well with others. The GSSS will be available to assist in the Gift Shop Buyer duties in his/her absence as needed. A positive attitude and a willingness to learn is a must to be successful in this position.

Position requires normal physical mobility and movement, which includes a large amount of walking, carrying and hauling. Must be able to lift 30-50 pounds for moderate distances frequently. Standing for long periods of time throughout the day on a daily basis. Physical labor is required when moving merchandise. A lot of time is spent indoors and outdoors when the Zoo is open to the public. Music, the sounds of crowds, and radio communication are constant while indoors/outdoors.

This is a Full-Time, Salaried position with benefits. Work schedule is Sundays – Thursdays with Fridays and Saturdays off. Must be 18 years or older to apply.

Interested candidates may submit a cover letter and resume via email, mail, or fax to Human Resources, Akron Zoo, 500 Edgewood Ave., Akron, Ohio 44307; Fax: (330) 374-8939; Email: HR@akronzoo.org. Position open until filled.

The Akron Zoo is an EOE and a Drug Free Workplace.