

Stratford Hall  
483 Great House Road  
Stratford, VA 22558

## **JOB DESCRIPTION**

Department: **Gift Shop** Position: **Gift Shop Clerk**

Reports to: **Gift Shop Manager** Fair Labor Standards Act: **Non-Exempt**

Term: **Part-time** Hours per week: **Varies**

### **Position Objective:**

Works independently and with supervision in the Gift Shop to assist customers and perform general retail duties associated with the operation of the Gift Shop. This non-exempt, part-time position includes weekdays, weekends, holidays and special events.

### **General Statement of Duties:**

- Review incoming merchandise with purchase orders for shipment accuracy. Price, label, and prep merchandise according to purchase orders.
- Assists with inventory procedures.
- Assists with creating inventory displays.
- Under the direction of the Gift Shop Manager, establish, model, and implement customer service protocols.
- Performs sales transactions, both cash and credit, via phone and web, assisting customers with item selections, bagging wrapping, payment, and shipping (if applicable).
- Check sales floor daily to make sure items are correctly stocked and ready for sales.
- Operate point of sale system with speed and accuracy.
- Complete Posting Report: Record store money daily on computer spreadsheet report for accounting purposes.
- Clean the store: dust, clean silver, shelves, wash floors, windows etc.
- Maintain watchful security.
- Keep coke machine full and records money.
- Receive and sort UPS deliveries. Weigh and mail UPS packages for the store and record information on the UPS internet shipping site.
- Receive and sort mail for Stratford Post Office on Saturdays.
- Promote and sell Friends of Stratford Memberships and admission tickets.
- Perform other duties as assigned.

## **Qualifications:**

### **Education:**

- High school diploma or equivalent preferred.

### **Requirements:**

- 3-5 years retail sales experience preferred.
- 2 years of cash handling and customer service experience preferred.
- Must be able to operate cash register, handle simple calculations, and money transactions via a computer point of sale system.
- Demonstrate excellent communication skills, an enthusiasm for selling, and an enjoyment for working with customers in a retail setting.
- Must be self-motivated, have a high degree of integrity, honesty and a strong work ethic.
- Must be available to work weekends and holidays.

### **Physical Requirements:**

- Must be physically able to lift 50 pounds, climb stairs, unpack merchandise and stand for long periods of time.

Version Dated:     November 12, 2021
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STRATFORD RESERVES THE RIGHT TO AMEND THIS JOB DESCRIPTION AT ANY TIME.