



## JOB DESCRIPTION

<b>Job title</b>	<i>Retail Associate</i>
<b>Reports to</b>	<i>Gift Shop Coordinator</i>
<b>Status</b>	<i>Permanent part-time, hourly</i>

### **Job purpose**

The Retail Associate provides excellent customer service and point of sale service at the gift shop located inside the Tom Ridge Environmental Center. The Retail Associate will ensure a superior visitor experience to the store through friendly, helpful and knowledge assistance to customers.

### **Duties and responsibilities**

- Perform opening and closing procedures for the store, theater and point of sale system
- Operate the point-of-sale register, phone system and theater equipment
- Track theater ticket sales
- Help maintain the aesthetic appeal of the gift shop
- Maintain a working knowledge of TREC, the Foundation, DCNR, Presque Isle State Park and partner nonprofits located in the building
- Provide a pleasant visitor experience
- Assist with staffing and implementation of Foundation, partner and rental events as needed
- Ability to build rapport and positive relationships with coworkers, volunteers, members of the public and the myriads of people who work in the building from various organizations
- Other duties as assigned by the Director of Programs or the CEO.

### **Qualifications**

- 1-2 years retail experience
- Ability to learn and adapt to new technology systems

- Highly effective verbal communication and problem-solving skills
- Ability to work independently
- Weekday and Weekend availability a must
- Experience working with volunteers preferred
- Proficient in MS Office
- Well-developed verbal and written communication skills.
- Ability to work independently and as part of a team.
- Must have a valid driver's license.

### **Working conditions**

This position has several special working conditions which include, regular evening and weekend work, long periods of standing, and working professionally with all members of the public.

### **Physical requirements**

AMERICANS WITH DISABILITIES ACT STATEMENT:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions of the Retail Associate position (listed within Position Specifications) either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

### **Position Specifications Physical demands**

1. Standing for long periods of time
2. Heavy lifting from 15-50 pounds.
3. Some carrying up to 50 – 85 pounds.
4. Manual dexterity to operate keyboard

### **Temperament**

1. Ability to work as a member of a team
2. Must be courteous to public and co-workers
3. Must be cooperative, congenial, service oriented, and promote these qualities among staff and volunteers
4. Must be able to respond to directions and accept constructive feedback
5. Ability to work in an environment with frequent interruptions
6. Must be flexible and able to work in a fast-paced, dynamic environment.

### **Cognitive Ability**

1. Ability to follow verbal and written directions
2. Ability to read and respond to written correspondence
3. Ability to listen to others on the telephone and in person
4. Ability to complete assigned tasks with minimal supervision
5. Ability to read, write, and do complex computations

6. Ability to use correct grammar, sentence structure, and spelling
7. Ability to compose clear, concise sentences and paragraphs
8. Ability to work independently and make work-related decisions
9. Ability to exercise good judgment in prioritizing tasks and problem solving
10. Ability to communicate effectively to the public

**Sensory ability**

1. Visual acuity to read correspondence and computer screen
2. Auditory acuity to be able to use a telephone
3. Ability to speak clearly and distinctly

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<b>Approved by: Jennifer Farrar, CEO</b>
<b>Date approved: March 2, 2026</b>