



## Visitor Center Retail Sales Associate

**Division:** Marketing

**Reports To:** Retail Manager

**Exemption Status:** Non-Exempt

### Basic Function

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Dynamic, results-driven Retail Sales Associate for the Tampa Bay Visitor Center. Knowledgeable on attractions, places to stay and eat, and things to do in Tampa. Provide excellent customer service. Keep up-to-date on promotional offerings and share knowledge with store guests for a value-added stay in Tampa Bay. Promote the use of in-store technology resources to assist in planning itineraries and making reservations.

### Duties and Responsibilities

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- 1) Ensure high levels of customer satisfaction through proactive sales service.
- 2) Obtain an up-to-date knowledge of Hillsborough County's attractions, hotels, restaurants, and events.
- 3) Assist all walk-in visitors promptly and informatively.
- 4) Continually seek out customers in the store and ensure a positive experience for our guests.
- 5) Strive for 100% accuracy in all POS transactions.
- 6) Perform opening and closing duties.
- 7) Perform merchandise restocking, keep store neat and light cleaning as needed.
- 8) Create attractive merchandising in seasonal areas and displays.
- 9) Maintain working knowledge of POS system and technical resources. Ensure equipment is operating.
- 10) Communicate clear directions through basic map reading skills and knowledge of the area.
- 11) Actively participate in activities and share ideas that are geared toward improving the level of service and merchandise offered at the Visitor Center.
- 12) Refer customer problems and discrepancies as appropriate.

### Job Requirements

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- Must be able to work full shifts to include store operation hours and time required to perform opening and closing processes
- Must be available to work at least 3 shifts per week
- Must be available to work on the weekends
- Must be able to stand on feet for 6 hours
- Must be able to lift 25 pounds
- Must be able to move boxes and merchandising racks
- Must be able to walk from parking garage to Visitor Center
- Must have reliable transportation to Downtown
- Must be a high school graduate

## Competencies and Skills

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- Working knowledge of the technology and software programs used to promote the destination and sell merchandise:
  - POS Systems including Mobile Check Out Devices
  - Inventory Control
  - Touchscreen Kiosk
  - IPad/Laptop Computing
  - Smart Phones and Other Electronics
  - A Variety of Internet Uses
- Team player willing to go the “extra mile” to drive sales
- Willingness to actively approach all store guests
- Proven work experience as a Retail Sales Associate
- Customer service oriented
- Destination knowledge
- Friendly and outgoing personality
- Exceptional interpersonal skills
- Competency in basic mathematics, accuracy in data entry and routine clerical skills
- Organizational skills, attention to detail, and ability to establish priorities and meet deadlines

## Working Conditions

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- Onsite: 100%
- Travel: Possible within a limited geographic region for Visit Tampa Bay functions

### Approvals:

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Retail Manager: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Operations Officer: \_\_\_\_\_ Date: \_\_\_\_\_

President/CEO: \_\_\_\_\_ Date: \_\_\_\_\_