Job Description

Retail Team Member

Company/Location:
Reports to:

JOB SUMMARY

Responsible for providing excellent customer service, preparing products, restocking inventory, accepting payments, making change, and performing general cleaning duties in the retail store. Will receive training in customer service techniques, sales suggestions, cleaning/health standards, and general retail store procedures.

ESSENTIAL FUNCTIONS

1. Provide integrity, honesty and knowledge that promotes the culture, values and purpose of *Kilwins* Brand.
2. Engage and connect with every customer by providing excellent customer service and brand knowledge.
3. Answer customer questions and makes sales suggestions.
4. Answer the phone and take phone orders.
5. Be able to provide knowledge of *Kilwins* history and products.
6. Perform general cleaning duties.
7. Follow proper opening and closing procedures.
8. Effectively operate point of sale system (cash register).
9. Merchandise and maintain displays according to *Kilwins* Brand Standards.
10. Prepares/makes waffle cones.
11. Create and serve quality chocolates, fudge, and ice cream for others to enjoy.
12. Have fun.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to operate transactions in an accurate manner.
2. Ability to communicate effectively and work well with others.
3. Must be customer service oriented with outstanding personality and manners.
4. Ability to follow directions/instructions.

EDUCATION AND EXPERIENCE

1. Previous sales experience is helpful, but not necessary.

PHYSICAL REQUIRMENTS/WORK ENVIRONMENT

1. Must be able to lift 40 pounds.
2. Must be able to stand for long periods of time.

OTHER DUTIES

Please note this job description is not intended to cover a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Individuals may perform other duties as assigned including working in other areas to cover absences or to equalize peak work periods or otherwise balance the workload.