



RETAIL SALES AMBASSADOR (ZION VC)

Position Type: Regular Full Time (non-exempt; subject to furlough)

Reports to: Senior Retail Manager

Location: Zion National Park Visitor Center

The Retail Sales Ambassador works under the direction of the Retail Managers to maximize retail opportunities provide visitor information and outstanding customer service. Position requires maintaining a positive attitude in a team environment, be professional in appearance and demeanor with the necessary problem solving skills and retail literacy to ensure smooth operations. Position requires 32-40 hours a week with the flexibility to work weekends, holidays, or as needed.

WHO WE ARE

Zion National Park Forever Project (ZFP), a leader in non-profit public lands partnerships, believes that our employees are our greatest strength. As such, we are seeking a Retail Sales Lead that is committed to our mission as the non-profit partner of Zion National Park, Cedar Breaks, and Pipe Spring National Monuments and providing our staff members with an exceptional brand experience. From the moment of hire, we want our employees to engage in the mission of ZFP and to understand the value of the contribution that each person makes to this important work.

The Forever Project's headquarters are in Zion National Park. The Retail Sales Ambassador position will be based in the Zion National Park Visitor Center.

WHAT YOU'LL DO:

The Sales Ambassador will be responsible for the following:

Leads:

- Greet visitors with a cheerful welcome while anticipating and meeting park visitor needs.
- Consistently provide excellent customer service, while sharing helpful information regarding products, park and area information.
- Inspire our visitors to form a lasting connection to our park through retail and philanthropy.
- Have an operational understanding of computerized cash register to complete point of sale transactions quickly and accurately.
- Remove and record cash and other receipts in register and securely account for transactions accurately.
- Responsible for accurate safe and register counts and daily accounting reports as required.
- Assist with unpacking, moving, storing, stocking, bar-code labeling and price checking of merchandise as needed.
- Assist with physical inventories, including annual inventory.
- Keep sales area clean, organized and stocked with appropriate merchandise and signage.
- Perform other duties as assigned by management.

Supports:

- Provides feedback to leadership on processes, general store operations, and branding opportunities or needs.
- Assists with fundraising or special events as needed.

KEYS TO SUCCESS (THE MUST-HAVES)

To be successful in this job, you will excel in these areas:

Hard skills:

- Minimum 1 year of experience in a high volume retail setting required.
- High school diploma or equivalent preferred.
- Computer point-of-sale software and hardware experience required.
- Above average math skills and the ability to operate electronic devices such as computerized cash registers, computers, calculators, etc.
- Proficient in Microsoft Office, Excel and other relevant computer programs.
- Ability to stand for extended periods and repetitive motions.
- Capability of working long hours in variable temperatures.
- Ability to lift product boxes of up to 40 lbs

Soft skills:

- Committed to continual learning, to the ZFP mission, and to advancing a culture of inclusion in the organization and in Zion.
- Excellent attention to detail.
- Ability to be flexible in work situations and adapt to varied work assignments.
- A positive solution driven attitude with a high level of empathy and compassion and excellent interpersonal communication skills required.
- Possess the need to provide superior customer service at all times.
- High capacity for creativity, resourcefulness, and collaboration.
- Ability to work with minimal supervision.

WHAT ELSE YOU SHOULD KNOW

Zion Forever is an equal opportunity employer. We value diversity among our staff, and we encourage people of all backgrounds to apply to join our team.

This is a full-time, non-exempt, benefit-eligible position located in southern Utah. The position may be subject to a furlough period during an 'off season'. Work will be based in Zion National Park most days. This position must be flexible to work weekends and holidays. Housing is NOT available.

Salary begins at \$17.25 per hour. ZFP provides a comprehensive benefits package. Following a 90-day introductory period, you will be eligible for a broad array of benefits including vacation and holiday pay, sick leave, employer-supplemented health benefits package including medical, dental, vision, and health savings account (HSA) plan, long-term disability, and life insurance, a 401(a) retirement plan, discounts in our park stores, and an America the Beautiful National Park pass.

HOW TO APPLY

Well-qualified applicants should send a resume and compelling letter of introduction describing your suitability for the position to Elizabeth Fiala, HR Manager, Zion Forever Project, at **elizabeth.fiala@zionpark.org**. For questions, contact Elizabeth Fiala or Savannah Dunn at savannah.dunn@zionpark.org.