

NORFOLK BOTANICAL GARDEN

Norfolk Botanical Garden Volunteer Services
Volunteer Position Description
Position Title: **Gift Shop Volunteer**

Purpose: Gift Shop Volunteers promote sales generation through highly professional customer service during each guest transaction while working as part of a cohesive team with Gift Shop staff.

Location: Norfolk Botanical Garden ~ 6700 Azalea Garden Road ~ Norfolk, VA ~ 23518

Essential Duties and Responsibilities:

- ❖ Generate sales and informs manager of fast selling product and trends
- ❖ Provide high level of Guest Service
- ❖ Arrive on time, with professional appearance
- ❖ Will learn to perform sales transactions on POS system, learn product knowledge gives general information to our guests about the garden
- ❖ Works as a team with other members of the staff and follows in-store policies and guidelines
- ❖ Help Gift Shop staff maintain merchandising standards and monitor store appearance inside and out

Reports to: Store Manager

Time Commitment: Shifts as determined by Store Manager. Volunteer must be able to commit to at least one day a week for a four-hour shift.

Qualifications

For this position, the candidate must:

- ❖ Be comfortable learning a computer register system. Computer literacy not mandatory. Training will be provided if needed;
- ❖ Must pass a national and local criminal background check

Equipment Used/Provided: Computer register and telephone

Physical and Environmental Conditions:

- ❖ **Auditory:** Ability to participate in routine conversations in person or via telephone.
- ❖ **Visual:** Assist with upkeep of merchandising and visual layout of store.
- ❖ **Environmental:** Some light outdoor labor required for garden patio, i.e. assists with general straitening and cleaning, occasionally watering patio plants.
- ❖ **Physical:** Standing, walking and moving through store during your shift. Stocking inventory requires bending, kneeling, reaching overhead. Uses broom and a lightweight vacuum cleaner.