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| Job Title: | Gift Shop Attendant (Part-Time) |
| Reports to: | First Level: Ancillary Team Captain Second Level: Senior Director of Patron Services |

PURPOSE OF THE JOB:

The Gift Shop Attendant is directly responsible for the prompt, efficient, and courteous service of patrons, collecting payments, and for meeting other patron needs during his/her visit. Other duties include maintaining gift shop inventory, stocking shelves and ensuring cleanliness of work and storage areas.

RESPONSIBILITIES:

- Enthusiastically welcome all patrons as they enter the Gift Shop.
- Initiate conversation by asking open-ended questions to determine patron needs.
- Accurately answer routine questions/inquiries in a helpful and courteous manner.
- Present merchandise with enthusiasm, and assist in the selection by making recommendations to the patron.
- Answer all questions regarding the merchandise and outline features and benefits with accuracy.
- Accurately advise the customer on use and care of the merchandise.
- Process sales as quickly and efficiently as possible.
- Thank the patron for being at the Kauffman Center, visiting the Gift Shop and encourage them to return.
- Support front of house operations in all activities needed to provide a positive patron experience.
- Understand your role in patron safety and be prepared to assist in an emergency.
- Anticipate and meet the requirements of patrons with disabilities and/or accessibility issues.
- Address patron concerns by working with the Ancillary Team Captain to reach the desired resolution.
- Perform other duties as required.

EXPECTATIONS:

- General knowledge of theatre operations, customer service and guest relations.
- Work effectively and efficiently with any other individuals working in Gift Shop.

- Be knowledgeable about the day’s event, i.e. length of performance, intermission, food and/or beverage service, valet, etc.
- Able to work independently and to lead, train and motivate others.
- Demonstrate an ability to work with the public and use conflict resolution skills.
- Excellent written and verbal communication skills.
- Be adept at register usage and maintain all cash controls.
- Remain confidential with all financial aspects and other proprietary information.
- Position requires the ability to accommodate a flexible schedule (primarily evenings), including weekends, and holidays as well as being able to perform in a fast-paced, dynamic work environment.
- Ability to lift twenty-five (25) pounds
- Ability to remain standing for long periods of time.

PREFERRED QUALIFICATIONS:

- Experience in gift shop operations.
- Strong problem solving and strategic thinking skills.
- Proficient in handling multiple priorities simultaneously with poise in high stress situations.
- Commitment to identifying critical issues and work towards results.
- Able to work collaboratively proactively and professionally across multiple organizations and patron groups.

ORGANIZATIONAL VALUES:

Adheres to and promotes the organization’s values (see below):

| ORGANIZATIONAL VALUES | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Own it, get it solved | Aim for excellence | Be enthusiastic | Act with respect |
| <ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible | <ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated | <ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas | <ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals |

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.