

# PA WILDS CONSERVATION SHOP

– at Kinzua Bridge State Park –

## **Customer Service Representative**

Part-Time, Hourly, Non-Exempt, \$9.00/hr

Schedules include a variety of day, evening and weekend hours.

Reports directly to the Assistant Program Manager.

## **Summary**

The Customer Service Representative is considered the front line to a positive and memorable experience while visiting the Kinzua Bridge State Park. Their role is to enhance a visitor's experience by providing friendly customer service in relation to PA Wilds Conservation Shop activities and general park/attraction/facility questions while encouraging the exploration of the surrounding community and PA Wilds.

## **Essential Functions**

- Must engage directly with customers either by telephone, electronically or face to face.
- The person in this position will frequently communicate with tourists visiting the facility with questions about the attraction, exhibits, surrounding community and PA Wilds, in addition to questions about products in the shop and their makers. Must be able to exchange accurate information in these situations.
- Constantly operates an ipad and handheld scanning gun as part of the point of sale system.
- Must open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and preparing night deposits.
- Must maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Must handle and resolve customer complaints.
- Must inventory stock and prepare merchandise for purchase, both in the physical location and through the online store.
- Assist with PA Wilds Center programs and projects as needed.
- The person in this position needs to frequently move about the retail space to help customers, stock items, clean displays etc.
- Must process, package and ship online orders.
- Must be able to remain in a non-stationary position 50% of the time
- Frequently moves stock weighing up to 40 pounds across the facility from the stocking area to the retail space.

## **Nonessential Functions**

- Occasionally provide feedback on the efficiency of the customer service process with management.

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- As necessary direct requests and unresolved issues to the designated resource.
- Frequently clean shelves, counters, tables and reset merchandise displays.
- Occasionally ascends/descends a ladder to stock products and supplies

## Job Specifications

- High school diploma, general education degree or equivalent OR current high school students of at least 16 years
- knowledge of customer service principles and practices
- knowledge of ecommerce platforms
- familiarity with ipad
- knowledge of both Windows and IOS
- the ability to work without supervision

## Key Competencies

- interpersonal, listening and communication skills - verbal and written
- attention to detail and accuracy
- customer service orientation
- adaptability
- initiative
- stress tolerance
- knowledge of the local community and/or PA Wilds

This job description is subject to change at any time.

*PA Wilds Conservation Shops are gift shops run by the PA Wilds Center for Entrepreneurship (PA Wilds Center), a 501(c)(3) nonprofit. Our physical and online stores focus on locally-made and value-added products so visitors can take home a piece of the Pennsylvania Wilds while making a difference! PA Wilds Conservation Shop purchases have a ripple effect on the local economy while also supporting our nonprofit mission to integrate conservation and economic development in a way that strengthens and inspires communities in the Pennsylvania Wilds.*

Interested in applying? Here are the next steps:

1. Fill out our employment application, found here <http://pawildsartisans.com/Gift-Shop-Staff>  
Once you've completed application, save it as a pdf and email it along with a copy of your current resume and a cover letter to **[kinzuagiftshop@pawildscenter.org](mailto:kinzuagiftshop@pawildscenter.org)**
2. A member of our staff will contact you with further instructions.