



JOB DESCRIPTION

Position: Gift Shop Associate

Hours: 20-30

Pay: \$17/hr

Location: In person, 281 Greenfield Rd, South Deerfield, MA

POSITION OVERVIEW

We are looking for a part-time, friendly, reliable Gift Shop Associate to join our retail team in our on-site gift shop. This person will create an exceptional visitor experience by greeting guests quickly, process admissions, and answer questions about the conservatory, reptile room, events and mission of the business. This role provides excellent customer service, supports our retail operations, and supports the overall mission of Magic Wings.

CORE RESPONSIBILITIES:

- Welcome all guests and provide exceptional customer service
- Operate the Point of Sale (POS) system, process sales, and handle cash transactions
- Maintain full displays and stock inventory in the store
- Assist with online retail inventory
- Receive new merchandise, price products, and assist with organizing product overflow
- Answer visitor questions about the conservatory, reptile room, products, and events
- Support with opening and closing procedures in the gift shop and Atrium
- Maintain store cleanliness
- Communicate effectively about retail operations and needs with supervisor(s) and owners

QUALIFICATIONS:

- Prior retail experience is preferred
- Exceptional customer service skills and warm, friendly demeanor
- Excellent listening and communication skills
- Ability to stand for extended period of time
- Ability to lift 25lbs and receive shipments
- Reliable transportation
- Must be available to work weekends
- Must be at least 16 years old

WE OFFER:

- Welcoming, creative work culture
- 25% discount on all purchases in the gift shop

- Free admission for staff to the conservatory and reptile room
- Opportunity to join our special events team and staff weddings and private events
- Paid time off, accrued monthly

TO APPLY:

Please submit a resume to info@magicwings.net with the subject “Gift Shop Associate” or complete a general Magic Wings application available in the Gift Shop.

We value a workplace that reflects the diversity of the visitors and communities we serve. Magic Wings is an equal opportunity employer and we encourage candidates of all backgrounds to apply.