



Job Title: Retail Sales Associate

Class: Non-Exempt, Part-Time

Reports to: President, Retail & Merchandising

Direct Reports: None

General Summary

The Retail Associate plays a key role in creating a welcoming and well-organized gift shop experience. The Retail Associate should possess a strong work ethic, attention to detail, and a commitment to exceptional customer service. This position is focused primarily on: (i) engaging with customers in the gift shop; (ii) maintaining the organization and aesthetic of the retail space; and (iii) supporting day-to-day retail operations.

Responsibilities

Gift Shop Operations

- Greet and engage customers, providing knowledgeable and friendly recommendations about our sodas, shrubs, and cocktail syrups
- Create and maintain attractive retail displays, ensuring shelves and fridges are well-stocked and visually appealing
- Keep the gift shop clean and organized, including tidying product areas and customer spaces
- Assist with seasonal merchandising and promotional displays
- Monitor product freshness, including proper keg refrigeration and rotation

Customer Service

- Provide courteous and professional assistance to all visitors
- Handle transactions accurately and efficiently using the Square POS system
- Assist with online or phone orders as needed
- Communicate customer questions or feedback to management

Supporting Duties

- Assist with inventory restocking and light organizational tasks
- Participate in team meetings as needed
- Other duties as assigned

Desired Qualifications & Experience

- Experience in retail or customer service preferred
- Strong attention to detail and organizational skills



- Effective communication skills and friendly demeanor
- Comfort using basic technology for POS and order tracking
- Interest in food, beverage, or local ingredients a plus

Physical Requirements

- This position requires the ability to lift, stoop, carry, and squat 35 pounds, and move 85 pound kegs using a dolly.

Employee Signature: _____ **Date:** _____