

CHILDREN'S MUSEUM OF PHOENIX GIFT SHOP

POSITION SUMMARY

The Lead Cashier provides optimal guest service ensuring that all the guest needs are met in a timely manner. A Lead Cashier performs guest service skills that align with e|n Cares. The Lead Cashier demonstrates a mastery of the register system and is authorized to handle special transactions to include returns, and price overrides. This position is responsible for the opening and closing of specific registers. A Lead Cashier will also complete additional tasks as assigned by the Store Director.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Leadership and Team Member Results:

- Holds self-accountable to all e|n standards of performance and behavior.
- Resolves guest service issues in partnership with Store Director.
- Responsible for cash wrap functions and assisting Service Representatives with returns, price overrides and special transactions.
- Builds strong relationships with team members to align and support execution of business results.
- Actively pursues opportunities to promote self-development.
- Creates a learning environment by modeling e|n core values.
- Fosters Partner team member relationships to support business initiatives and growth.
- Complies with company personnel policies.

Business and Financial Results:

- Assists team to achieve store location's sales, per cap and purchase with purchase goals.
- Achieves personal purchase with purchase sales goals and other statistical sales expectations assigned by the store leadership team.
- Responsible for accurate accounting of register tills.
- Consistently looks for methods to maximize store sales.
- Accountable for accurate cash handling and ensures completion and accuracy of all register transactions.
- Works assigned schedule.

Management and Operating Results:

- Accountable for completing product, operations, and merchandise presentation training.
- Responsible for maintaining all visual presentations and directives as communicated by Store Director and SSC initiatives.
- Participates in all e|n initiatives and ensures sustainability.
- Responds and reacts to all communication in a timely manner.
- Performs daily tasks such as cleaning, store recovery, and merchandise placement.
- Accountable for all Loss Prevention procedures and requirements.

Guest and Partner Results:

- Accountable to consistently demonstrate e|n Cares.
- Required to maintain full knowledge of the venue's building and programs.
- Ensures a clean, organized and safe environment for guests to shop in.

- Follows e|n and Partner dress code guidelines.
- Participates in regional philanthropic activities.

Physical Demands - The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the Lead Cashier is frequently required to stand; walk and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.
- The Lead Cashier must frequently lift and/or move up to 10 pounds.

COMPANY SUMMARY

It is a great time to join EVENT NETWORK! We are the leading premier retailer that operates gift shops for zoos, aquariums, museums, science centers, botanical gardens, and other highly regarded cultural attractions through North America and Europe. To see a complete list of our partnerships, please visit us at <http://www.eventnetwork.com/>.

We invite you to discover for yourself why a career with EVENT NETWORK is just what you've been looking for. You'll have the opportunity to join a team that takes pride in our Company Culture. Our mission is to create and maintain an environment where you are encouraged and inspired to develop yourself professionally and personally, where you are celebrated and motivated, and where we promote wellness through healthy living to enhance your quality of life.

Event Network, Inc. is an Equal Opportunity Employer.