

**Gift Shop Associate**  
**International Owl Center**  
Part-Time Hourly, Non-Exempt

**Nature of Work:** Selling admissions, memberships and merchandise, managing inventory, and performing daily remittances in the Owl Center gift shop.

**Supervision Received:** Works under the general supervision of the Executive Director

**Typical Duties Performed:** The listed examples may not include all duties performed by this job class.

- Operate the point of sale system to sell admissions, memberships, and gift shop items.
- Perform daily remittances and deposits.
- Record the number of visitors and program attendance.
- Record where visitors are from and how they heard about the Owl Center
- Record memberships in the database and e-newsletter list.
- Fill out and mail membership materials.
- Fill and ship online gift shop orders.
- Receive order shipments, update inventory, label and stock merchandise.
- Price merchandise with approval of the Executive Director.
- Maintain clean and attractive merchandise displays.
- Staff the Owl Center gift shop during open hours.
- Answer the phone and direct calls as appropriate.
- Answer basic questions about the Owl Center and our owls.
- Suggest additional activities for visitors (restaurants, playgrounds, other attractions).
- Maintain a clean building, including sweeping, mopping, cleaning the restroom, windows, and cleaning up owl pellets and droppings as needed.
- Other duties as assigned.

**Knowledge, Skills and Abilities:**

- Accurate and efficient money handling skills.
- Positive, friendly attitude
- Strong knowledge of attractions and roads in Houston and surrounding communities

- Strong verbal and written communication skills.
- Strong organizational and planning skills.
- Creative abilities.
- Proficiency with computers and tablets including Microsoft Excel, Google Sheets, and ability to easily learn new technology.
- Self-motivated and able to work independently
- Ability to work well with others.
- Ability to handle busy or stressful situations while maintaining good customer service.
- Ability to stand for several hours at a time.
- Ability to bend and carry boxes weighing up to 40 lbs for short distances.
- Ability to walk up and down stairs.
- Ability to regularly work days, weekends, holidays, and some evenings, including a flexible schedule.

**Minimum Requirements:**

- Past retail merchandising experience preferred.
- Comfortable using technology.
- Must be at least a high school graduate.
- Reliable transportation.