

Houstonfirst

Job Posting

Position:	Retail Sales Specialist
FLSA:	Non Exempt
Department:	Retail Operations
Reports to:	Retail Operations Manager
Reporting Location:	Houston First Retail Operations Avenida Houston Shop (Hilton Americas), Flight (George R. Brown) LAUNCH Welcome Center
Working Hours:	Flexible schedule - including evenings, Weekends and Holidays

SUMMARY: The primary function for the Retail Sales Specialist is to assist guests and providing them with first class sales service. The job includes helping establish the department as self-sufficient, profitable operation. To enhance the quality of the visitor's experience, the specialist will provide additional services that include selling tickets to tours and limited public transportation passes.

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS: (individual duties, assignments and responsibilities required of the position)

- Provide first class customer service to all guests.
- Use of Point-of-Sale computer system, credit card machine, second-party charges (Hotel, PayPal, and Square) and any other software/hardware required to accurately process sales and services for all retail locations.
- Follow all PCI (Payment Card Industry) policy requirements.
- Responsible for accurately processing all sales-related transactions including merchandise sales, selling tours, transportation passes and fulfilling web purchases.
- Open and close registers, counting money, balancing cash drawers, receive and process cash or credit payments.
- Maintain knowledge of current products, sales and promotions, policies regarding payment and exchanges and security practices.
- Assist in keeping all retail locations clean, tidy and straightened and stocked.
- Ticket, arrange and display merchandise to promote sales.
- Assist with special projects or other duties that may be assigned by the Retail Operations Manager or Director of Retail.

SUPERVISORY RESPONSIBILITIES: (personnel supervision, budgets, performance, etc.)

- This position has no supervisory responsibility

EDUCATION AND/OR EXPERIENCE: (special training, certifications, college degree, etc.)

- Must have working knowledge of basic computer skills including Microsoft Office (Word, Excel, and Outlook), email and be able to find information on the internet.
- Knowledge of cashiering, payment processing and receipt processing procedures.
- One year of Retail Industry work experiences or any equivalent combinations of training and experience which provided the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS AND ABILITIES: (technical, communication, interpersonal, etc.)

- Ability to communicate effectively with others, both orally and in writing.
- Effective interpersonal skills required. Must be able to handle visitors in a professional and pleasant manner.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Must be team-oriented.
- Multilingual abilities a plus.

MISCELLANEOUS:

- Must pass a pre-employment drug test

WORK ENVIRONMENT: (overtime, travel, physical demands, and conditions)

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must team-oriented.
- Must be able to lift and carry up to 20 lbs. of merchandise.
- Must be able to raise hands over head in order to reach merchandise in upper shelves.
- Must be able to stand for long periods of time.
- Must be available to work a flexible schedule including evenings, weekends, holidays and overtime when required to meet operational needs.
- No major sources of discomfort; essentially normal office environment with acceptable lighting, temperature and air conditions

ANNUAL SALARY: Commensurate with experience

POSTING DATE: November 12, 2019

CLOSING DATE: Until filled

APPLICATION PROCEDURE:

- 1) Fill out a "CCSI Application" and attach a current resume
- 2) Submit both, application and resume, to Human Resources at hfjobapplications@houstonfirst.com