



## **Retail Sales Associate**

Imagine having the opportunity to create a meaningful employment experience, one that is mission based, meets your career goals and your desire to do socially responsible work. A career where you are a member of a vibrant, inclusive movement dedicated to making the world a better place by teaching all girls leadership skills. What type of organization would you choose?

For more than 110 years, Girl Scouts of the Commonwealth of Virginia (GSCV) has helped girls develop the skills and confidence they need to succeed in every area of life. In Girl Scouts, girls learn what it takes to be a leader. The leadership development program for girls is based on the Girl Scout Leadership Experience model, which allows girls to discover a positive value system and a strong sense of self, connect with others, build healthy relationships, identify causes that are meaningful, and take action to make the world a better place.

GSCV is adding a Retail Sales Associate to the dynamic team. This position plays a critical role in support to volunteers and parents in purchasing the right Girl Scout uniform pieces, Girl Scout gear, earned recognitions, and Girl Scout guides. A successful candidate brings experience in customer service, marketing, and a willingness to work a flexible schedule including weekends and evenings. Experience in sales, marketing, education, a membership-based or youth-serving organization is a plus.

For full description and application, see the employment section of our website at <http://www.comgirlscouts.org>. Please email application, cover letter, and resume to [hr@comgirlscouts.org](mailto:hr@comgirlscouts.org).

*Girl Scouts of the Commonwealth of Virginia does not discriminate on the basis of race, color, creed, religion, gender, age, disability, national origin, citizenship, marital status, genetic information, sexual orientation, or any other legally protected status. GSCV supports affirmative action in all aspects of employment and will make reasonable accommodations for physical and mental limitations of applicants when necessary.*



**Job Title:** Retail Sales Associate (Part Time)  
**Department:** Member Services  
**Reports To:** Retail Manager  
**Location:** Fredericksburg Service Center



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## Council Overview

Girl Scouts of the Commonwealth of Virginia serves over 7,000 girls with 4,000 adult volunteer members. Girl Scouts is the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

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## Job Summary

Retail Sales Associate is responsible for maintaining a retail environment that offers exceptional customer service, creates customer loyalty and delivers positive financial results. Under the direction of the Retail Manager:

- Adhere to established retail procedures and plans to achieve the council's financial goals and market driven strategies.
- Engage customers and provide exceptional service to all members to support the development and retention of girl/adult membership through a positive and supportive retail experience.
- Work collaboratively with all staff to promote the Girl Scout Leadership Experience and attain sustained membership growth.
- Provide exceptional customer service and product knowledge at all times.
- Provide support to all strategic goals of the council; performs other duties as may be assigned by the Retail Manager.
- Exceptional communication skills are a must.

## Essential Duties and Responsibilities

- Ensure that the environment of the shop is a reflection of the Girl Scout girl-centric philosophy and image.
- Provide and ensure professional, superior customer service is provided to all internal and external customers by greeting customers and building relationships providing a welcoming in-store experience.
- Assist customers with product selection, questions, and purchases.
- Maintain in-depth knowledge of products and promotions.
- Operate the point-of-sale (POS) system: process sales, returns, and exchanges accurately.
- Process orders taken by phone and email, updating customers on the status, receiving and processing cash, check, charge, and council payments, and making daily bank deposits and daily sales reports.
- Stock shelves, organize merchandise, and ensure displays are tidy and appealing.
- Prepare inventory for sale and receive and process incoming inventory.
- Assist the Retail Manager with merchandising.
- Assist with special council events and Camp (may include evenings and weekend events).
- Monitor inventory levels and report shortages or damages.
- Achieve or exceed sales goals through upselling and product recommendations.
- Handle customer concerns or escalate issues to management when necessary.
- Maintain store cleanliness and adhere to company policies and safety standards.
- Support service center management operation.
- Represents Girl Scouts and acts as a brand ambassador.

## Experience and Skills:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Experience in retail sales, customer service, or in a retail business
- Experience providing administrative support of a business, preferably in a non-profit environment
- Experience with inventory control systems (rms/Opsuite experience preferred) and experience with Windows, Outlook, Word, Excel, point-of-sale systems, and 10-key calculators
- Excellent interpersonal and oral/written communication skills; outstanding customer service skills
- Skills with technology supporting retail and product sales environments; basic math skills
- Ability to work a flexible schedule including periodic evening and weekend hours
- Ability to work collaboratively with staff, volunteers, community organizations and officials, girls and adults supporting girls, and with diverse populations
- Ability to effectively identify, analyze, and solve problems and use sound judgment in decision-making to plan, organize and prioritize work; detail oriented; personal integrity, confidentiality, and professional conduct essential
- Graduation from high school or equivalent
- Must complete a background investigation.

*An equivalent combination of education, training, and experience may substitute for minimum requirements.*