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**FT Sales Associate – Hugs & Mugs**

Founded in 2003, GiGi's Playhouse Inc.’s mission is to change the way the world views Down syndrome through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic in nature. Each one of our programs is designed to work on specific skill development, including speech and language, literacy, socialization and fine and gross motor skills. GiGi’s Playhouse currently has 37 locations across North America and growing by several locations annually.

**Job Description:**

Hugs & Mugs offers adults a 300 hour internship for adults with Down syndrome to gain work skills and experience before transitioning to community-based employment. Hugs & Mugs is part of the Career Development Program, offered by GiGi’s Playhouse. The Sales Associate is friendly and energetic and works closely with the interns to provide excellent customer service in face to face customer sales or on-line order fulfillment. The Sales Associate stays up-to-date with product offerings and features and helps maintain a high standard to our store’s visual appearance.

**Essential Job Functions:**

* Providing a welcoming environment to all who enter the store
* Interacting with customers in person to take orders, ring up sales and fulfill both food and non- food item orders.
* Fulfilling and shipping orders received from our on-line store
* Cleaning, setting up displays and perform other merchandising tasks
* Assisting with field trips and birthday parties as needed
* Maintaining cleanliness and organization of store and back room at all times
* Barista experience is a plus
* Knowledge of Windows Publisher is a plus
* Hours will be 20-25 a week (Including: Weekdays/ Nights/ Weekends)

**Competencies:**

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Qualifications**

To perform this job 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Education and/or Experience: Proven work experience as a retail sales associate, sales representative or similar role.
* Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
* Mathematical Skills: Ability to add, subtract, two digit numbers ant to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and weight measurement, volume and distance.
* Computer Skills: To perform this job successfully, an individual should have knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook) Proficiency in social media platforms: Instagram, Twitter, Linked In and Facebook.
* Physical Demands: The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

* Work Environment: 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. While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**GiGi’s Playhouse Core Values**: GiGi’s challenges all staff and volunteers to embody the following core values:

* Enthusiasm: Bringing positive, high energy to our work
* Best of All: Always looking to improve in all that we do. Challenge yourself every day.
* Get It Done: Making things happen and blasting through barriers when needed; figure it out.
* Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
* Locally Concerned, Enterprise Minded: Bringing our Best of All to our local playhouse while being mindful of how our work affects the broader GiGi’s network.

**Reports To**: National Store Manager – Hugs & Mugs

***The job duties listed in this job description may not be inclusive of all requirements of this position; other duties may be assigned***

***ACKNOWLEDGED:***

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***Employee Signature Date***

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***Print Name***