Hugs & Mugs Part-Time Store Associate

Founded in 2003, GiGi’s Playhouse Inc.’s mission is to change the way the world views Down syndrome and send a global message of acceptance for all. We profoundly change lives through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic or educational 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 over 55 locations across North America and Mexico and is growing by several locations annually. The flagship Playhouse location in Hoffman Estates also includes a career training program in a live café and an office environment.

Job Description:
The Store Associate is a friendly and energetic individual who provides excellent customer service in face-to-face customer sales and on-line order fulfillment. The Store Associate stays up to date with product offerings and features, promotes sales and upselling, and helps maintain a high standard to our store’s visual appearance. One of our most unique aspects of Hugs + Mugs is that it offers adults with Down syndrome an internship for our career development program, GiGi Professional, to gain functional transferable work skills and experience before transitioning to community-based employment. This role works closely with the interns to develop career skills and to help operate the store.

Reports To: Hugs & Mugs Store Manager

Essential Job Functions:

- Customer Service and Store Sales
  - In-Store Sales: Interact with customers in person to take orders, ring up sales and fulfill both food and non-food item orders. Upsell at every opportunity.
  - Pop-Up Store Sales: Execute pop-up store in a variety of community settings, to sell product, showcase the abilities of individuals with Down syndrome, and to promote the work of GiGi’s Playhouse.

- Order Fulfillment:
  - Fulfill and ship orders received from our on-line store

- Store Presence
  - Cleaning, setting up displays and perform other merchandising tasks
  - Ensure the store always showcases the best of what we offer, both in terms of overall store feeling, merchandise and abilities of adults with Down syndrome
  - Maintain cleanliness and organization of store and back room at all times
• Marketing and Advertising
  o Effectively market the store via websites, social media, networking, community outreach, community coupons, posters and advertisements.
  o Effectively market store merchandise
  o Develop and implement customer rewards program.
  o Special Events
  o Assist with field trips, birthday parties and other special events in the store as needed
• For All Members of National Playhouse Staff at Hoffman Estates
  o Share responsibilities in the day-to-day operations in the front of house answering phones, greeting families, volunteers and visitors, and general upkeep of the Playhouse.
  o Assist in supporting adult interns throughout Hugs + Mugs and GiGi Professional, as needed.
  o Support the team’s ability to maintain all Playhouse and store hours.
  o Ongoing volunteer recruitment and use of committees to support an organization that is 99% volunteer-run.
  o Collaborate with the team to maximize revenue, in-kind donations, volunteer participation and awareness surrounding all National Office/Playhouse events.

Competencies
• Teamwork: 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.
• Collaboration: Ability to work collaboratively and professionally with national office staff, board members, committee members, volunteers, families, and donors. Ability to work collaboratively within the community; expand networking opportunities for GiGi’s Playhouse.
• 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.
• Efficiency: Able to produce significant output with minimal wasted effort.
• Initiative: Volunteers readily; Seeks increased responsibilities; Takes independent actions and calculated risks.
• 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.
• Interpersonal Skills: 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.
- **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.

- **Written and oral communication:** Ability to express ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

- **Innovation:** Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

- **Planning/Organizing:** Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

- **Quality:** Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

- **Technical Skills:** Assesses own strengths and weaknesses; strives to continuously build knowledge and skills related to technical tools.

**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:** High school diploma. Prior work experience in retail sales, marketing, barista and working with adults with disabilities are preferred.

- **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, LinkedIn and Facebook. Knowledge of Microsoft Publisher a plus.

- **Certificates, Licenses, Registrations:** Not Applicable.

- **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 and talk or hear. The employee is frequently required to walk; sit and reach with hands and arms. The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl and 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 together.
- Believe: Believe in ourselves, believe in our mission, believe in each other.
- Locally Concerned, Enterprise Minded: We collaborate, share best practices, and leverage the collective learnings from across the GiGi’s network.