



POSITION TITLE: Retail Assistant Manager

LEVEL: Full-Time, Hourly, Non-exempt

REPORTS TO: Retail Manager

SKILLS REQUIRED:

- Excellent customer service skills.
- Excellent communication skills.
- Willingness to work as a team member.
- Ability to act in a supporting capacity.
- Goal oriented.
- Good manual dexterity.

SPECIALIZED TRAINING REQUIRED:

- Minimum 5 years retail experience. Minimum 2 years management experience.

EDUCATIONAL REQUIREMENTS:

- High school diploma or GED.

AGE RESTRICTIONS:

- Must be 21 years of age.

SAFETY AND HEALTH REGULATIONS:

- Must be physically able to stand for extended periods of time, including shifts up to 12 hours.
- Must be able to lift in excess of 20 lbs.
- Responsible for personal health and safety.
- Must adhere to Park-wide speed limit of 20mph. (2mph thru front gate).
- Follow all Park safety and first aid guidelines.

GENERAL ACCOUNTABILITIES:

- Utilize excellent customer service skills.
- Must maintain an "8" or greater on Mystery Shop scores.
- Must attend all required Park functions, events, classes, meetings, and workshops.
- Must abide by all Park policies and procedures.
- Must demonstrate pride in the Park and its core values, and uphold its Mission Statement.
- Responsible for ethical business practices.

PRINCIPLE ACCOUNTABILITIES:

- Fulfill all the responsibilities of a cashier as needed.
- Customer service mentor to all cashiers.
- Work cooperatively with the Retail Manager, other Assistant Managers, and the Warehouse Assistant Manager.
- Supervise the in-stock condition of the sales floor of each retail outlet.
- Build, display, and merchandise products for maximum sell-through.
- Create attractive and inviting atmospheres for our shopping guests.

- Responsibility for the over-all cleanliness and organization of entire retail facilities including sales floors, register areas, storage spaces, restrooms, and parking lots. This includes sweeping, mopping, dusting, garbage collection, scrubbing, vacuuming, etc.
- Successfully complete shift and daily register check-out report.
- Assist manager with scheduling needs, expense control, loss prevention, and annual inventory preparation.
- Be aware and alert manager to, issues of shrink. (Shoplifters, employee theft, paperwork errors, etc.)
- Must be willing to achieve daily, weekly, and monthly sales goals.
- Must work professionally with other departments and be willing to take direction from all Park Managers.
- Any and all other duties as assigned by the Retail Manager.
- Accept the responsibility of equipping the Retail Sales Associates with all needed tools and information to perform their required tasks.

EXPECTATIONS:

- Must be willing to work fluctuating work schedules including nights, weekends, and holidays.
- Absences must be personally approved by the Retail Manager. (Voicemail is NOT an approved method to report an absence or PTO request.)
- Vacation time must be pre-approved by the Retail Manager.

Apply at the following link and remember to attach your resume and cover letter: [GMSF Application](#)