



HEAVEN & EARTH

GIFT SHOP • CAFE

Job Description: Gift Shop Sales Associate

About Us: HEAVEN & EARTH is an integral part of Scranton's renewal. It's a Catholic gift shop, bookstore, and cafe in the heart of the city's cultural district. There are galleries nearby, and coffee shops, but nothing quite like HEAVEN & EARTH.

It's a gathering place close to the Cathedral, close to the University, and close to Lackawanna College. So it's the place where young seekers and seasoned believers can gather, talk, listen, and grow.

Job Duties and Responsibilities:

- Model the G.U.E.S.T. service approach, and consistently delivering sincere and helpful service
 - **Greet** and welcome every customer warmly and with enthusiasm
 - **Understand** customer needs by asking open-ended questions
 - **Explain** product features and benefits in relation to the customers' needs by providing in-depth product knowledge
 - **Suggest** additional items to build onto sales by utilizing effective selling techniques
 - **Thank** the customer sincerely and invite to return and shop with us again
- Sales
- Utilizing the POS system
- Restocking inventory
- Build relationships with customers in order to ensure future visits and establish loyalty
- Tagging and labeling merchandise
- Checking in orders
- Organizing merchandise
- Prepare incoming product for the sales floor by following instruction and guidance from the manager
- Keeping shop clean, dusting, etc.
- Assist store manager with tasks as directed

Job Requirements

Education and Experience:

- High school diploma
- 2+ years of experience in Customer Service
- Knowledge of Catholic faith a plus.
- Non-smoking environment

Required Abilities and Skills:

- Able to stand for long periods of time and climb a step ladder.
- Ability to work a flexible schedule - morning, afternoon, night, weekends and holidays
- Able to multi-tasking
- Basic math skills
- Clean, neat professional appearance
- Friendly, outgoing personality that loves to interact with new people.
- Professional phone etiquette
- Excellent verbal and written communications skills
- Must have reliable transportation
- Able to carry/lift/move up to 30lbs.

Compensation and Benefits:

Competitive market-based salary, commensurate with experience and education