

# TEAM STORE REPRESENTATIVE



## OKC DODGERS JOB DESCRIPTION

Our Team Store Representatives play a critical role in the overall fan experience at Chickasaw Bricktown Ballpark. They are considered our frontline employees as they are in many cases one of the first individuals a customer sees upon entering the ballpark. Team Store Representatives must perform their duties in an efficient manner, while ensuring high levels of customer satisfaction through excellent sales service.

### EXPECTATIONS:

- Smile and verbally greet every customer politely and courteously
- Support the revenue goals through product knowledge, sales skills, and teamwork
- Demonstrate proficiency on the Shopify POS system
- Provide excellent customer service to our internal and external guests
- Create and maintain a crisp visual presentation
- Ensures the sales floor is stocked, organized, and clean
- Take initiative to identify and solve problems to ensure customer satisfaction
- Assist with special marketing strategies to increase sales, including special events
- Always act in a positive and professional manner; striving to exceed customer expectations

### WORKING CONDITIONS:

- Exposure to adverse weather conditions and seasonal temperatures
- Duties will require working nights, weekend and holidays

### PERFORMANCE EVALUATIONS:

- Management staff/supervisors will be evaluating your job performance on a continual basis