



JOB TITLE: Team Store Attendant

JOB REPORTS TO: Sidney Laughlin, Director of Merchandise

LENGTH OF EMPLOYMENT: Training for this position begins in March 2023 and will continue throughout the 2023 baseball season. Please note, there will be monthly inventory dates that will also be required on some non-game days.

ESSENTIAL JOB RESPONSIBILITIES:

- Be passionate about Winston-Salem Dash products and services
- Demonstrate enthusiasm and eagerness to learn the fundamentals of all store roles
- Deliver the best possible service and attention to all consumers
- Build the bond between consumer and brand by providing superior service
- Utilize customer service skills, basic sales techniques, and product knowledge to connect customers with the right product and drive sales
- Develop positive relationships with fans and team members
- Assist with loss prevention efforts by providing proactive customer service
- Assist in the flow of merchandise from stock areas to the selling floor
- Assist in the preparation and completion of accurate physical inventory as requested
- Assist the team in executing all daily retail operations
- Assist Supervisors in training team members
- Assist in the planning, preparation and execution of events to generate additional sales
- Operate cash register for regular transactions, perform shipping and receiving duties, stock the floor, perform cleaning duties, and build visual displays when necessary
- Other duties as assigned

KNOWLEDGE, EXPERIENCE, AND SKILLS:

- Function in a high activity and heavily crowded outdoor professional sports venue
- Exposed to the elements, including extreme temperatures and inclement weather
- Accomplish multiple tasks in a fast-paced environment
- Work effectively with others in a team-oriented environment
- Provide excellent customer service skills
- Have interpersonal skills to deal effectively with all fans who enter the team store
- Professional appearance and demeanor
- Work varied shifts, including weekends and holidays as needed

TRAINING: All new hires in the Winston-Salem Merchandise department will be thoroughly trained on all Team Store roles. You will receive training and skills needed to be successful with the Winston-Salem Dash, as well as any other retail environment.