



## Position Description

**Title:** Gift Shop Associate

**Reports To:** Gift Shop Manager

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**OVERVIEW:** This part-time position is responsible for assisting in the daily operations of the gift shop, under the leadership of the gift shop manager and assistant manager.

### PRINCIPAL DUTIES:

1. Use of the cash register and point of sales software
2. Assisting pilgrims with their selections
3. Use of the telephone and email to communicate with co-workers and customers
4. Order fulfillment
5. Merchandising
6. Opening and closing procedures
7. Receiving merchandise
8. Light daily cleaning
9. Providing price tags and signage for merchandise
10. Promoting Shrine-sponsored events by making pilgrims/visitors aware of opportunities
11. Responding to pilgrims/visitors' questions regarding the Shrine, the apparitions of Our Lady of Guadalupe, and the Catholic faith

### QUALIFICATIONS:

- Possess strong written and verbal communication skills
- Knowledge of retail operations is desired
- Familiarity with items typically sold in the gift shop is desired
- Knowledge of the doctrines of the Catholic faith and ability to interact with pilgrims with respect to the apparitions of Our Lady of Guadalupe is essential
- Desire and ability to join in fulfilling the Shrine's mission is a must
- Must possess a valid driver's license in order to execute various duties of the position, as requested

### PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Must be able to use a computer, cash register, and telephone
- Must be able to lift moderately heavy items
- Must be able to frequently use stairs
- Must be able to drive to various locations as requested
- Must be comfortable working in an office environment