



Willow's Home & Gifts, LLC

Job Description – Store Team Member

Are you looking for a fun opportunity to work for a local small business where team member and customer experience are the top priorities?

Welcome to Willow's Home & Gifts! Located in Liberty Township, Ohio, Willow's is a beautiful boutique offering unique items for the home and those special occasions. We handpick every item we feature in the store and strive to provide our customers with an excellent service experience.

As a Store Team Member, you will be responsible for:

- Serving customers by helping them select products. Listening to their needs and ensuring their experience is positive.
- Driving sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greeting and receiving customers in a welcoming manner.
- Processing sales (credit/debit cards, gift cards, cash, and checks) proficiently and in accordance with store procedures.
- Assisting with inventory, including receiving and stocking merchandise.
- Keeping customers informed by notifying them of preferred customer sales, future merchandise of potential interest, special orders, etc.
- Presenting yourself in a professional, service-oriented manner at all times.
- Managing difficult customer situations, in the rare instances they occur.
- Promoting a positive work environment and supporting other Team Members.

Willow's store hours are Monday through Thursday, 11am-7pm; Friday and Saturday, 10am-8pm, and Sunday 12pm-5pm. You will be trained on store opening and closing procedures and must be able to work alone. This flexible, part-time work schedule will be 3 to 4 shifts per week (up to 6-hour shifts) during any operational hours (opening, closing, weekends, some holidays).

Store Team Member Qualifications and Skills:

- Ability to Meet Schedule Requirements
- Listening to Customer Needs
- Excellent Customer Service
- Product Knowledge
- People Skills and Energy Level
- Dependability and Accountability
- General Math Skills
- Verbal Communication

Education and Experience Requirements:

- 18+ with high school diploma or GED
- 2+ years of retail, or equivalent, experience