



Part-Time Gift Shop Tour Guide and Sales Associate

Posting Date: January 10, 2020

Department: Gift Shop

Reports To: Gift Shop Manager

Job Description: D.G. Yuengling & Son, Inc. is looking for a part-time Gift Shop Tour Guide and Sales Associate to join America's Oldest Brewery. Based in Pottsville, PA, this person will primarily be responsible for ensuring world-class service and hospitality to each and every visitor. This position reports to Gift Shop Manager.

Key Cross Functional Partners included but not limited to:

- Marketing and POS Department

Primary Responsibilities:

- Responsible for conducting walking tour of America's Oldest Brewery.
- Must become familiar with company history and facility layout.
- Proactively assist customers on retail floor.
- Stock shelves, racks, cases, bins and tables with merchandise.
- Arrange merchandise displays to attract customers as instructed by supervisor.
- Process and pack e-commerce orders.
- Assist as needed in unloading, organizing and stocking in inventory room.
- Must be able to perform the essential functions of this position with or without reasonable accommodations.
- Other duties as requested or assigned by Gift Shop Manager.

Key Skills/Competencies:

- Guest-centric focus on providing exceptional service.
- Must have a pleasant personality and neat appearance.
- Ability to communicate clearly and effectively in all situations.
- Strong organizational skills with ability to multi-task.
- Proven ability to work well under pressure and handle multiple situations simultaneously.
- Ability to work flexible hours, weekends and holidays and during special events.

Education and Work Experience Required:

- Must be at least 18 years of age.
- High School diploma or general education degree (GED).
- Must have basic knowledge of the internet and Microsoft applications: Outlook, Word, and Excel
- Must become RAMP certified (provided by the company) to serve alcoholic beverages.

Physical Demands:

- Must be able to lift and/or move up to 50 lbs.
- Ability to work in varying climate conditions and loud production environment.
- Ability to stand, sit and/or walk extended lengths of time.