



Florida Oceanographic Coastal Center

Gift Shop Attendant Job Description

Job Title: Gift Shop Attendant

Department: Visitors Center

Department Supervisor: Visitor Services Coordinator (Susana McHale)

Shift Leader: Gift Shop Associate Staff (Ann Sheehan and Gail Neward)

Purpose: To provide support at the gift shop during peak hours, to cover for the gift shop staff during the lunch hour and to allow gift shop staff to work in the office on purchases and invoices as well as to provide coverage for gift shop staff while they are on vacation or are sick.

Responsibilities:

- Greet and welcome visitors
- Accept and process payment for merchandise
- Maintain and restock merchandise
- Assist with admissions as needed during peak hours
 - Accept and process payment for admissions
 - Distribute member/non-member stickers to visitors
 - Staple admissions receipt to membership brochure and let visitors know about reduced membership opportunity by applying admission fee to membership
- Check restrooms for needed supplies and wipe down sinks

Job Requirements:

- Friendly disposition
- Computer experience a must
- Excellent customer service skills
- Ability to handle payment for general admission, groups and special programs
- Ability to communicate clearly
- Ability to help maintain the cleanliness of the facility

Time Commitments:

- Vary from as little as 1 hour per week depending on volunteer availability
- On-call positions are available if you are unable to make a regular time commitment

Training Consists of:

- Volunteer Orientation
- 1 hour of verbal and hands-on instruction
- 2 or more hours of “on-the-job” training while supervised by the Admissions Staff
- Preferably crossed trained at the Admissions Desk (see Admissions Attendant job description)

Florida Oceanographic's Core Values:

- We believe in learning and understanding all we can about Florida's ocean and coastal ecosystems.
- We believe in teaching children and adults about Florida's environments in an exciting and interactive way.
- We believe in helping the visitors to enjoy and learn from their experiences at the Florida Oceanographic Coastal Center.
- We believe that our approach to work is built on respect for one another and teamwork, including all employees and volunteers, creating a good workplace and allowing work to be exciting and fun.
- We believe in providing the best possible care for all living plants and animals within our exhibits.
- We believe in being good stewards of all the material and financial resources made available to us.
- We believe that our activities and actions should encourage others to be better stewards of Florida's ocean and coastal ecosystems.

Mission Statement:

Florida Oceanographic's mission is to inspire environmental stewardship of Florida's coastal ecosystems through education and research.

Volunteer Pledge:

I commit to fulfilling the above responsibilities to the best of my abilities. I further acknowledge there may be changes to this position overtime and that it is my responsibility to stay current with changes as they pertain to my role at the Coastal Center. I also understand that policies and procedures are set in place are for the safety and well-being of the animals, visitors, volunteers, staff and the organization as a whole. Updates to policies and procedures are posted in the volunteer station. I acknowledge it is my responsibility to review changes to policies and procedures at the beginning of each scheduled shift. I commit freely to working with Florida Oceanographic, to uphold its core values and strive to fulfill its mission.

Volunteer Name (printed): _____

Volunteer Signature: _____ Date: _____