



Position Title: Taltree Store Assistant

Location: Taltree Depot

Summary of position: Everyone who passes through the Depot will see the Taltree Store. It is a new feature of Taltree that is full of must-have merchandise. Store Assistant volunteers will help with customers, operate the cash register, and assist with the overall operation of the Taltree Store

Reports To: Taltree Store Manager & Community Relations Manager

Supervises: n/a

Contacts: Guests, volunteers, staff

Essential Responsibilities:

Volunteer greets, operates cash register, and provides customer service in the Taltree Store, counts and tallies daily visitation, and orients visitors to the arboretum. This volunteer welcomes all visitors to the Taltree Store and gives a brief orientation of the facility and answers questions about the Taltree Railway Garden and other features of the arboretum.

- Greet the public and answer questions
- Provide trail maps and information on features of the arboretum
- Answer phone and 2-way radio
- Assist with the open and close procedures of the store and cash register, i.e. count money, record sales.
- Sell and record sales of merchandise
- Use cash register and credit card machine
- Stock shelves from inventory
- Maintain an inventory of merchandise and recommend items for reorder

Knowledge/Skills/Abilities:

- Professional in appearance and manner; comply with the Volunteer Dress Code
- Energetic and outgoing personality; Provide distinguished customer service.
- Able to deal with the public in a friendly, diplomatic and empathetic manner.
- Embrace the fact we are a non-profit institution that serves the public and be willing to work with a broad and diverse group of associates, volunteers and general public.
- Ability to exercise tact, friendliness and good public relations with guests under all circumstances.

Experience: Contact with the public in a retail/service capacity, competence with computerized cash register

Training: New volunteers must attend a Volunteer Welcome session and specialized training sessions with the Taltree Store Manager.

Time Commitment: The Taltree Store will be open May-October from 10am-5pm 7 days a week. Because specialized training is involved, volunteers are asked to commit to a full season of service (April-October) and at least 10 hours per week.

Screening Process: Volunteer Information Form → Personal Interview with Store Manager → Volunteer Welcome Background Check → Training sessions with Store Manager

Physical and Mental Demands

PHYSICAL DEMANDS	Continuous Over 70%	Frequent 40%-69%	Occasional 15%-39%	Rare Up to 15%
Walking		X		
Bending		X		
Climbing			X	
Standing		X		
Carrying		X		
Pushing/Pulling			X	
Crouching		X		
Lifting/Lowering	1-15 lbs.	X		
	15-30 lbs.		X	
	30-50 lbs.		X	
	Over 50 lbs.			X
Fine Hand/Eye Coordination			X	
Color Discrimination			X	
Hearing Acuity			X	
Exposure to Chemicals				X
Exposure to Bio Hazardous Material				X
Other:				

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MENTAL DEMANDS	Continuous Over 70%	Frequent 40%-69%	Occasional 15%-39%	Rare Up to 15%
Concentration on Detail	X			
Attention Span of 1+ hours on a task			X	
Ability to Remember multiple tasks	X			
Oral Communication		X		
Written Communication			X	

I have reviewed and I understand the job description highlighted above.

Signature

Date