

MERCHANDISE ASSOCIATE

Required Availability:

Must have open availability; shifts include days, nights and weekends. Hours range anywhere from 30-35 hrs./week depending on availability. Position begins immediately. Applicants must be 21 years of age or older.

Position Description:

The responsibilities of this position include tasks related to both Merchandise and Marketing efforts within Otto's Pub and Brewery and Barrel 21 Distillery. The job requires you to be the first face that our customers see when entering the restaurant and requires excellent Customer Service ability, as well as writing and editing skills, and an ability to keep on task independently.

As a Merchandise Associate, you are the first face that Otto's customers see when they enter the Otto's Pub and Brewery Gift Shop and Restaurant. You are responsible for consistently **greeting customers** in a friendly manner and answering a wide variety of questions customers have. The Merchandise Associate is responsible for answering the telephone professionally, **processing retail beer sales** accurately, taking take-out orders, stocking merchandise and take-out beer, **sales of merchandise**, assisting in monthly **inventory** of the merchandise area and having knowledge of our merchandise, menu, beers and/or distilled spirits and the ability to tell customers about them. This position requires the ability to multi-task, **work independently**, have great customer service skills, retail sales skills and ability to maintain the highest quality of guest satisfaction. You will be required to adhere to all regulations regarding the sale of alcohol and be RAMP certified or willing to become RAMP certified. The ideal candidate will be outgoing and a people person, an excellent communicator, embrace a flexible working schedule and be dedicated to customer service, driving sales, and providing feedback. We prefer that you have knowledge of craft beer and the ability to answer customer questions about craft beer. You will be required to know our beer and our menu to provide excellent customer service.

The Marketing responsibilities related to this position include producing our Weekly Features menus, signs and images for use in-house and online (Microsoft Publisher), building emails to send to our customer lists (Mailchimp), updating our websites with up-to-date menus, draft lists and entertainment calendars (Wordpress), and posting regularly to our social media accounts (Facebook/Twitter/Instagram). A working knowledge of these or similar programs is required, as well as excellent writing and editing abilities. Experience in graphic design, photography, or marketing analytics is encouraged but not required.

Duties and Responsibilities:

- Quality of Service: To satisfy all customer requirements by ensuring that service is constantly maintained at a consistently high standard.

- Productivity: To maintain efficient and effective work methods and manage downtime effectively and productively.
- To carry out accurate cash procedures during and at the end of shift checkout.
- To be responsible for ensuring that security procedures are adhered to throughout the restaurant with respect to delivery, storage and usage of merchandise.
- To communicate regularly and efficiently with the Merchandise Manager and other Merchandise Associates through written notes, text, or e-mail.
- To communicate regularly and efficiently with the Front of House and Back of House Managers and staff, and to convey accurate and up-to-date information to the public.
- To ensure all purchases are checked in correctly and that all relevant invoices are correct.
- To set a good example for the other staff with regard to punctuality, attendance, attitude and hygiene.
- To communicate a positive attitude, sincere interest, and to interact in a positive way with management and staff alike.
- To help keep the Merchandise area clean, dust free and organized at all times.
- To limit the use of the internet to work appropriate and ethical standards.
- To follow the merchandise handbook, and all employee policies and procedures.
- To carry out any other reasonable duties as may be requested by the Operations Manager.
- Be RAMP Certified or able to immediately attain RAMP certification
- Respond to questions, comments, inquiries via the website, email, and social media accounts.
- Update and maintain Pub Club Membership profiles, databases and mailing lists.
- Have a thorough knowledge of our menu, website, beer, and merchandise at all times!
- Have a thorough knowledge and ability to use Aloha Point of Sale system, our website, Mailchimp, Word, Excel, Publisher, Facebook, Twitter, Wordpress, Google Photos, and any other programs that may be necessary.

Preferred Skills and Experience:

- Two to three years in retail sales, marketing or merchandising.
- Proficient use of Microsoft Publisher or other similar publishing software
- Social Media marketing experience: composing posts for businesses/public entities, scheduling and boosting posts, targeting specific audiences, privacy and security.
- Knowledge of craft beer and/or craft distilling industries.
- Must be personable and professional, with a desire to learn, assist customers, answer questions and complete tasks independently

Salary based on experience. Download an Application at www.ottospubandbrewery.com or apply in person at Otto's Pub and Brewery, 2235 N Atherton St., State College PA 16803.