



**Are you a people person? Do you love greeting customers, answering questions, supporting a business through social media efforts, and best of all - craft beer & spirits? Read on!**

We are looking for a Merchandise Associate to staff our Gift Shop, which involves basic retail skills and being the first person to greet our customers when they walk in the door. This job also requires some Marketing skills or experience, as you will be working on our communications to guests via our websites, email, social media and other outlets. Applicants should have a highly trained eye for grammar, spelling and detail of content in written compositions.

**REQUIRED AVAILABILITY:** Must have open availability, especially through the holiday season. Coverage is needed for both daytime/weekday and night/weekend shifts. Hours can vary depending on availability, ranging anywhere from 25-30 hrs./week. Position begins immediately. Applicants must be 21 years of age or older.

**POSITION DESCRIPTION:** 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 learn 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.

**Preferred Skills and Experience:**

- Two to three years in retail sales, marketing or merchandising.
- Proficient use of Microsoft Publisher or other similar publishing software
- Thorough knowledge and ability to use Aloha Point of Sale system, our website, Mailchimp, Word, Excel, Publisher, Facebook, Twitter, Wordpress, Google Photos
- Social Media marketing experience: composing posts for businesses/public entities, 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](http://www.ottospubandbrewery.com) or apply in person*