



Dressage at Devon
23 Dorset RD, Devon, PA
Volunteer@DressageatDevon.org

Volunteer Job Description

Title: Souvenir Sales Associate
Department: Gift Shop – Pam Pew
Location: Report to Gift Shop in the Picnic Grove Area
Time Commitment: 3-hour shift minimum, hours vary during Show Week.
Greatest need is 3 pm to Close and especially on Saturday evening.

Description: The Gift Shop is a crowd favorite and a tradition for many who attend. Souvenir Sales Associates are outgoing and people-oriented volunteers creating a buzz, helping customers, and maximizing sales. This is an active location with a fun group of volunteers.

Duties & Responsibilities:

- Report to Gift Shop at least 10 minutes before scheduled start time.
- Interact with customers, show merchandise, and make recommendations.
- May take customer orders, run cash register, maintain stock, keep area clean and organized.
- Remain at assigned post for duration of shift –breaks are provided during shift.

Qualifications:

- Min age: 18
- Ability to stand for 3+ hours.
- Happy to follow standard procedures and work as part of a team.
- Excellent customer service skills.

Requirements:

- Reliable
- Friendly, outgoing, and professional demeanor.
- If handling cash, must be able to run totals and make change with accuracy.

Training:

-On the job training provided just prior to start of first shift by Gift Shop Manager or other volunteer. Will include overview of operations, location of stock, cash box/credit card procedures, and customer service expectations.

Work Environment: This can be a fun and active location. A covered booth with approx. 15 feet of counter space open to outside where customers view and purchase items. While there may be some slow times, the crowd can get lively and lines long during peak times. We encourage a fun and safe environment for our customers and volunteers.