

Job Description

Job Title: Part Time Assistant Manager

Reports To: Owner

Summary: To provide quality customer service through efficient and timely customer assistance by performing the following duties.

Business: Santa Cruz Koi is Monterey Bay's one-stop destination for professional pond solutions. We are in the business of making koi ponds less stressful for koi owners. Stocking koi pond equipment, parts, koi food and treatments, we have the solution for any pond problem you may be having. Our professional staff, led by our certified aquatic veterinarian, will guide our customers to the correct parts or products quickly and easily. For more information, please see our Facebook page.

<https://www.facebook.com/Santa-Cruz-Koi-413332045499387/?fref=ts>

Duties and Responsibilities include the following. Other duties may be assigned.

1. Provides quality customer service to include assistance with purchases, suggestive selling and providing product information.
2. Builds and maintains an understanding of the stores products and price information to assist with customer purchases.
3. Receives payments from customers, operate cash register and credit card machine and returns appropriate change as needed.
4. Unloads deliveries to include lifting and carrying boxes and stocking in appropriate areas.
5. Maintains a neat and orderly store at all times to include dusting and mopping.
6. Prepares product displays and rotates on regular basis.
7. Reports any theft or suspected theft by customers or employees to management immediately.
8. Performs other related duties as assigned.
9. Assist with in-house procedures after receiving proper training.
10. Must be able and willing to work Saturdays.

11. Monitor inventory and adjust as necessary in online POS system.
12. Research potentially new products and vendors.
13. Complete and follow up on orders with vendors and special orders.
14. Set schedule for sales associates.

Skills:

Computer Literate

Oral Communication Skills

Written Communication Skills

Reading Skills

Customer Service

Customer Relations

Professionalism

Math Aptitude

Currency Aptitude

Time Management

Ability to lift up to 25 pounds

Education/Experience:

High School Diploma or Equivalent. Prior sales experience required.

To apply: Please send resume, cover letter and 3 references to drjsanders@santacruzko.com