



## POSITION DESCRIPTION

<b>Position Title:</b> Scout Shop Associate	<b>FLSA Status:</b> Part-Time Non-Exempt
<b>Incumbent:</b>	<b>BSA Job Code:</b> 7641
<b>Reports to:</b> Assistant Scout Executive (ASE)	<b>Salary:</b> \$14-\$17 depending on qualifications
<b>Date prepared/updated:</b> 11/28/22	<b>Date first employed full time at BSA:</b>
<b>Prepared/updated by:</b> John Overland	<b>Date first employed in this position:</b>
<b>Approved by:</b> ASE & Scout Executive	<b>Approved on:</b> 11/23/2022

### **JOB SUMMARY:**

Provide exceptional service to customers, volunteers, and staff for Samoset Council, Boy Scouts of America. Duties will include a wide variety of administrative, and clerical duties. Stocking merchandise, also fill email orders and prepare for shipment. Safeguard cash, performs regular inventory checks, and maintains appearance of the Scout Shop. The work schedule is part-time, Monday through Friday. Specific day hours to be discussed as part of the interview process. Hours may include one night a week and some Saturdays throughout the year. This position may work 20-25 hours per week.

### **ESSENTIAL FUNCTIONS / PRIMARY RESPONSIBILITIES:**

1. Provides excellent customer service on the phone, via email and in person in the Scout Shop.
2. Processes customer orders through the POS system.
3. Product promotions through the newsletter and other promotional methods to increase sales.
4. Safeguard BSA monies and merchandise.
5. Maintain a stocked, organized, clean store front.
6. Works closely with supervisor to place orders and special orders.
7. Other job related duties as assigned.

### **SECONDARY RESPONSIBILITIES:**

1. Maintenance: Keeps shop clean and orderly.
2. Maintain confidentiality of information dealing with youth, volunteers, staff, and all aspects of council business.
3. Carry out assignments given by supervisor or other designated staff.
4. Present a positive and professional attitude and image of Scouting while representing the Scout Shop and Council.
5. In all aspects of the job, solve problems and develop procedures that will provide a quality experience for our customers.

### **QUALIFICATIONS INCLUDE:**

1. Staff must be at least 18 years of age.
2. Education and Experience: High school diploma or equivalent required, and some college a bonus. Some experience of knowledge of the Scouting program is preferred. Must be willing to serve as a positive role model for Scouting. Maintain a high standard of behavior and language that shows courtesy and respect for others.
3. Technical Skills: Computer and internet skills are needed.
4. Communication and interpersonal skills: Must enjoy working with customers and staff. Effective interpersonal communications are needed to work with youth, adults, supervisors, and co-workers. Must listen to other's needs and proactively and appropriately respond. Must be able to work independently as well as cooperatively and demonstrate a positive attitude. Must strive for

consistent, quality, on-time communication with others. Must be able to complete required paperwork and keep accurate records.

5. Work mode and environment: Must be able to work independently with minimal supervision after the initial 90-day introductory period. Must be able to identify and resolve problems and make decisions.
6. Work schedule: **The work schedule is part-time, Monday through Friday. Specific day hours to be discussed as part of the interview process.** Hours may include one night a week and some Saturdays throughout the year. This position may work **20-25 hours per week**, although the associate may work fewer as listed in the employee's letter of employment; supervisor approval is required for working over the maximum hours allowed per week. Must be able to maintain punctuality and regular attendance.

**ADDITIONAL REQUIREMENTS OF THIS POSITION:**

**Material and Equipment Used:** 100% of the time

Computers/printers, telephone, copier, visual aids, Scout Shop equipment

**Physical Activities and Requirements:** 100% of the time

Reaching, standing, walking, grasping, feeling, talking, hearing, stretching, repetitive motions, computer keyboarding, occasional lifting of boxes and equipment

**Mental Demands:** 100% of the time

Reading, detail work, confidentiality, stress, problem solving, language, training, math, reasoning, verbal communication, written communication, customer contact, multiple concurrent tasks, frequent interruptions in a fast-paced environment, continual change

**Working Conditions:** 100% of the time

The employee is not substantially exposed to adverse conditions.

**Mode of Operation:**

Be a model of the ideals of Scouting and Samoset Council's mission, Represent the Scout Shop and the council in a positive way. Work cooperatively with leadership, coworkers, and others. Be able to make and keep commitments, completing assignments on time. Effectively manage time and organize work to achieve expected results. Use innovation and adaptability to be most effective. Use all available resources efficiently. Accept coaching and skill development. Be able to communicate expectations to others and manage several projects simultaneously.

**Working Relationships, Supervision, Volunteer Relations:**

Recognize the importance of a good working relationship with other employees. Recognize the importance of a close and harmonious working relationship with all volunteers and others who work with and/or are affiliated with the Scouting program.

I have reviewed this position description and understand the essential functions that are assigned to me. I understand that as the council's needs change, my position description may also change.

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
John Overland, Scout Executive