



Job Description Part-Time Shift Manager

Overview

The Gift Bag is seeking an energetic Shift Manager to join our team for the upcoming holiday season in November and December. We will have mobile wrapping stations in Austin and Round Rock. This highly visible opportunity requires a dynamic, independent and creative multi-tasker to help bring holiday joy to our customers. If you have superior customer service skills and like to spread holiday cheer, we would really like to meet with you.

Duties & Responsibilities

- Meet the duties, responsibilities and skill summary of the Part-Time Gift Wrap Artist/Customer Service position.
- Ensure exemplary service and selling capability is delivered by team and personally demonstrate priority of customer approach and selling to influence positive performance among others
- Train Gift Wrap Artist on product knowledge and inspect all wrapped packages
- Provide leadership and direction
- With owner, interview and employ service-minded people who are results-oriented
- Create a positive, inclusive work environment resulting in retention of the best people and turnover reduction
- Manage performance of staff; celebrate success and address areas for performance improvement
- Address customer concerns in a reasonable and fair manner consistent with the values expected by the Company
- Assist with scheduling, day-to-day activities
- Maintain a professional and friendly environment with customers, subordinates and supervisors
- Perform opening and closing procedures
- Processing of all required reports, documents, and memos.
- Proficient use of available tools and technology

Skills Summary

- Must possess prior retail and management/supervisory experience
- Strong communication, interpersonal, leadership and written skills.
- Ability to work in a high-energy team environment.
- Ability to empower and develop a team
- Strong organizational skills and the ability to adapt quickly to changing priorities
- Ability to anticipate and solve problems, act decisively and persist in the face of obstacles
- Ability to collaborate and function as a member of a team
- Ability to execute plans and strategies

Ability to speak fluent Spanish a plus.

Send resume to info@thegiftbagusa.com