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| **Job Overview** |
| Brasada Ranch is a very special getaway and community – for our Members, Guests, and Team Members. The stunning, panoramic views of the Cascade Mountains are the perfect backdrop to spend the day away from home. We specialize in making lifelong memories for people visiting us from all around the world, and for making lifelong memories with each other working as a team at this wonderful resort. At Brasada, we are building something special that is more than just a job. It is an opportunity for an experience that will stay with you. The purpose of this position is to create a sense of welcome and arrival for all guests, members, and owners. Our Retail Assistants are fully versed in all aspects of the services and amenities provided by the resort. You will assist the Retail Manager with administrative duties and ordering and receiving supplies. At Brasada Ranch, our retail outlets reflect the “Life Style” of the Ranch and the authenticity of our destinations. We invite you to showcase your passion for engaging service as a Retail Assistant, where your warmth and knowledge of our offerings will assist guests in re-creating our exceptional dining experience in the Cabins and/or their own homes.  |

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| **General Responsibilities** |
| * Consistently offer professional, friendly and engaging service
* Full knowledge of all products, their uses and ingredients
* Attend to our guests in a professional and polite manner while up-selling merchandise
* Maintain professional and appropriate communications with others while in public areas
* All cashiering duties
* Assist in redo displays and merchandising that creates excitement and drawing appeal
* Daily process mail orders including appropriate paperwork and follow through when applicable
* Follow the appropriate procedures for holds, damages, transfers and associate purchases at all times
* Conduct all transactions on the point-of-sale terminal using the specific policies and procedures required
* Communicate customer feedback on needs, issues, and needed stock levels to manager
* Actively participate in seasonal and holiday promotion ideas
* Keep merchandise neat, dust free and organized at all times. Folded merchandise must be standardized and maintained daily, including sizing and color grouping
* Ensure that every item has the appropriate ticket and price on a daily basis
* Provide basic sales techniques and promote “Brasada Ranch” exclusive merchandise to guests
* Ensuring all communications with guests and owners are handled properly and communicated to a supervisory or managerial level when needed.
* Ability to perform mild to moderate janitorial duties as needed.
* Ability to fully explain all resort products, services and other information about the resort to all guests and owners.
* Maintain knowledge of current resort events, activities and hours of operation as well as dining options currently available.
* Greet guests warmly and with enthusiasm.
* Answer incoming calls within 3 rings with appropriate greeting.
* Assist with ordering and receiving supplies
* Other duties as assigned.
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|  *Experience/Qualifications:* |
| * Previous guest service and retail experience preferred.
* Excellent written and oral communication skills required.
* Positive interpersonal skills required.
* Must be fluent in verbal and written English.
* Computer literate in Microsoft Works applications and/or Point of Sales System required
* Ability to work well under pressure in a fast paced environment
* Highly responsible & reliable
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