

## **Zenith Marketplace Retail and Adventure Specialist**

Vista Fleet is the premier attraction of Duluth, MN and the surrounding area providing guests with an incredible on-the-water experience on the great Lake Superior.

Zenith Adventure exists to establish a deeper connection for everyone with outdoor recreation in the region. Zenith Adventure serves as the Gateway to North Shore Experiences and Adventure.

Zenith Marketplace is a 5,000 square foot retail space where both of these brands exist and execute their missions.

### **Job Summary**

Oversees and coordinates the day to day functions of Zenith Marketplace and Zenith Adventure. To provide excellent customer service, oversee retail and inventory control, and other related activities including selling of adventure offerings. Leads and oversees the day-to-day activities of Guest Service Representatives (Zenith Adventure/Vista Fleet). Specialist is to organize, lead and manage our adventure offerings including (but not limited to), guided paddle board and kayak tours, guided hikes, equipment rental. This position will be responsible for overseeing our daily operations of the tours - ensuring that tours are happening when needed, scheduling staff, as well as overseeing the proper care and management of the equipment. This position is seasonal beginning in April.

### **Duties and Responsibilities**

- Management of Marketplace and Adventure staff; including training, work allocation and problem resolution.
- Allocates work within Zenith Marketplace, ensuring that all floor requirements are covered during operating hours; fills in for staff as required during breaks and other absences.
- Monitors sales through the cash register; resolves discrepancies, prepares, reconciles, and records cash receipts for deposit, and prepares sales reports.
- Oversees, coordinates, and performs cash register sales transactions and cash management - selling of all adventure offerings.
- Oversees sales goals and implementing strategy.
- Daily operation of Zenith Adventure/Vista Fleet ticketing and reservation process including Ticketing system, telephone and walk-up ticket services.
- Collaborate with other areas of management within the Zenith Adventure operation in efforts to coordinate dockside cruise procedures for Vista Fleet for the highest outcome of passenger satisfaction; will uphold a system of consistent boarding calls, boarding and disembarking procedures.
- Oversee Zenith Adventure equipment - including paddle boards, kayaks, trailer, etc
- Manage equipment rental inventory - days where we are selling this on the beach
- Oversee ticketing for Adventure offerings - decide on whether a tour will go out based on numbers, weather, etc.
- Monitors and coordinates receipt of deliveries; verifies invoices and packing slips in a timely manner. Responsible for coordinating shipping of merchandise to customers if needed.

- Oversees retail stocking and proper display of merchandise as determined by ownership. Will maintain and uphold store display and visual merchandising standards.
- Monitors general housekeeping/cleaning duties within store areas including outdoor perimeters and restrooms. Ensures that equipment and facilities remain in good condition and that employee and customer safety standards are maintained.
- Required to be a strong advocate of tourism and community for the city of Duluth and surrounding area. Expected to have knowledge of other attractions, restaurants, stores and hotels in the area.
- Enforces and upholds Zenith Marketplace and Zenith Adventure standards and procedures.

### **Knowledge, Skills and Abilities Required**

- Knowledge of cash management principles and/or procedures.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of customer service standards and procedures.
- Ability to analyze and solve problems quickly and efficiently.
- Knowledge of retail stock management and control principles and procedures.
- Must be available weekends and holidays.
- Ability to read, understand, follow, and enforce safety procedures.
- Ability to summarize and reconcile retail and ticket sales.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to operate a cash register, computer and ipad
- Ability to foster a cooperative work environment.
- Employee development and performance management skills.
- Knowledge of Duluth and surrounding area.
- Must be able to bend and move in close quarters, stretch arms overhead, climb stairs, and lift and/or carry up to 30+ pounds

Job Type: Full-time

Salary: \$17 + Commission Program