



## Central Coast State Parks Association Retail Operations Volunteer Description

The following duties are outlined to give guidance on the expected duties/tasks of the Retail Operations Volunteer position.

As a CCSPA volunteer, you will sign up for shifts via Better Impact (online or in-app). Volunteer hours accrued with CCSPA are reported to State Park Volunteer Coordinators as part of their Volunteers in Parks (VIP) Program.

As a CCSPA volunteer you must have knowledge of and/or be able to perform the following duties:

- Must have a basic knowledge of and be comfortable operating technology
- Must be willing to be trained on Square Point of Sale (POS) system, data entry and other computer associated tasks.
- Must be accountable, honest, and adhere to cash handling policy.
- Must attend 30 minute training with State Park Staff at the location in which you will be working.

### Retail Operations Volunteer will help at one or more of the following store locations |

- Museum of Natural History, Morro Bay State Park
- Spooner Ranch House, Montaña de Oro State Park
- Monarch Mercantile Trailer, Pismo State Beach
- Oceano Dunes Visitor Center, Oceano Dunes State Campground
- E-Commerce Store, CCSPA Headquarters, San Luis Obispo

### Daily Tasks |

- Operate Square POS System
- Adhere to cash handling policy
- Provide excellent customer service
- Merchandise and restock inventory

### Weekly Tasks |

- Inventory (hands-on) assessment at each location

### Assist Retail Operations Manager with the following ongoing tasks |

- Participate in POS system training with CCSPA Staff
- Assist with POS training as CCSPA representative with new volunteers
- Assess inventory and communicate with Retail Operations Manager on anticipated needs for the stores and record product discrepancies, or damage
- Process inventory and label new items as needed
- Update barcodes
- Assess POS Square issues and fixes, and relay to management

**Attend and assist as needed with the following annual events|**

- Member events
- Open houses
- Special events

**Work with Retail Operations Manager on the following larger projects|**

- Revision of the training and operations manual for each location
- Inventory update for all stores to Square
- Move locations from Square POS to Square for Retail
- Assist with set up and daily operations of the E-Commerce Store

**CCSPA Standards of Conduct|**

As a volunteer with the Central Coast State Parks Association you agree to the following Standards of Conduct:

- Be dependable and on time for your shift
- Alert CCSPA staff/volunteers as soon as possible (preferably 24 hours in advance) if you are unable to work your shift.
- Become familiar with the Central Coast State Parks Association, our mission and affiliation with and the limitations and breadth of support we provide for State Parks as a cooperating association.
- Be friendly, honest, courteous, respectful and helpful in all interactions with the public.
- Allow State Park staff or docents to provide information pertinent to visitors and their experience with the State Park. (You may choose to attend the docent training with the State Parks to become a docent who can provide that level of information).
- Follow all park rules and regulations.
- If you witness a violation of park rules, contact and caution park visitors by providing information only. You do not have peace officer status or authority. Violations of laws or rules should be reported to a Ranger on an as needed basis.
- Demonstrate and encourage safety awareness and practices. Actively participate in safety programs and identify/report unsafe working conditions.
- Refuse an offer of work-related gratuities, gifts or favors. Never keep lost and found items, or utilize park and CCSPA supplies or materials for personal use.

I have read the job description and agree to the standards of conduct outlined above.

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Volunteer Name (print)

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Volunteer Signature

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Date