

# Merchandise Clerk

## Duties and Responsibilities Summary:

Seasonal clerks assist customers in selecting and purchasing league merchandise in retail store locations at the ballpark.

## Primary Responsibilities:

- Greet and thank customers entering and exiting the ballpark and stores.
- Work together to prepare the stores for opening, which may include wiping down or moving fixtures, restocking or moving items, rearranging or refilling displays, hanging up or folding apparel, applying or updating price tags and signage, organizing, sweeping, mopping and/or vacuuming.
- Interact with customers and provide helpful service with a friendly, professional, and courteous attitude.
- Listen to customer needs and questions. Show, suggest, and explain items accordingly. Request assistance from coworkers or supervisor if needed.
- Count, handle, and balance cash in the register.
- Manage transactions: scan or select items, ensure accurate pricing, collect payments, process discounts, and handle returns/exchanges.
- Assist with prize redemption and note stock reduction accordingly.
- Manage and use handheld two-way radio.
- Monitor and maintain store.
- Alert supervisor or other departments of risks (safety concerns, complaints, damages, stock issues, etc.) as needed.

## Shift Times:

Night Games – 7:05 pm start time; gates open at 6 pm; shift starts at 5 pm

Day Games – 1:05 pm start time; gates open at 12 pm; shift starts at 11 am

Double Headers – 5:30 pm start time; gates open at 4:30 pm; shift starts at 3:30 pm