

Guest Services Representative

Austin (Arboretum area), TX

Position Summary:

To serve Nothing Bundt Cakes guests both in person and over the phone with creative solutions in a warm and welcoming environment. Guest Service Representatives will also perform side work duties for the crafting department, some light cleaning, and some clerical duties.

Requirements:

- Possess a strong sense of teamwork
- Ability to follow instructions
- Has integrity
- Takes initiative
- Fits the Nothing Bundt Cakes Culture
- Has the ability to work well under pressure
- Outgoing and friendly personality
- Ability to multitask while paying special attention to detail
- Strong sales ability
- Genuine care of others needs
- Ability to work with a sense of urgency

Responsibilities may include but are not limited to:

- Abide by all NBC policies and procedures
- Uphold NBC's image and brand
- Assist other departments when necessary
- Introduce walk-in guests to our bakery and our products with a guest tour
- Assist guests with walk-in orders while using creative solutions
- Suggest balloon sales, show porcelain items, and up-sell with candles and cards
- Assist phone guests by placing incoming orders
- Give cake presentations while performing quality control tests
- Operate & balance (POS) point of sale with accuracy and efficiency
- Gather guests email addresses
- Keep samples available during all hours of operation
- Maintaining a strong knowledge of NBC's products, prices, and promotions
- Keep retail area clean, swept, neatly merchandised,
- Dust all retail surfaces twice per week, including all counter tops, and POS stations
- Duties assigned by crafting department such as fluffing bows and making design pieces.

We are closed on Sundays, but this position will require Saturday availability.

We are currently looking for full and part-time positions. Pay will start at \$12 + commission on retail sales