



2335 KALAKAUA AVE, HONOLULU HI 96815 | 808-777-4890 | [BLUENOTEHAWAII.COM](http://BLUENOTEHAWAII.COM)

**Position:** Gift Shop Supervisor

**Salary Range:** \$40,000-\$45,000

**Job Type:** Full time, on-site.

**Schedule:** Five days per week, schedule to vary based on show calendar.

**Position Overview:**

The gift shop supervisor is responsible for generating revenue through ticket and merchandise sales. This role is highly visible and interacts with customers, event clients, vendors and artist teams. Position is at front of house (gift shop) and schedule will fluctuate based on event calendar.

**General Responsibilities Include**

- Maintain store flow to increase sales, keeping inventory stocked and gift shop tidy.
- Control boutique inventory, including online orders and fulfillment and monthly inventory reports.
- Work with marketing department to update and maintain e-commerce offerings.
- Coordinate artist merchandise sales, including accepting deliveries, adding to POS, payment and occasionally shipment.
- Maintain retail floor and box office area, updating collateral, signage, and maintaining a clean and inviting environment.
- Operate a point-of-sale cash register.
- Manage all inbound phone calls: answering customer questions, addressing customer service issues, fielding calls from guests, businesses and artist teams.
- Assist with all ticketing for venue, including sales, comps, will call, and tour operator blocks.
- Familiarize yourself with upcoming events, artists, FAQs and venue policies.
- Answer and respond to all new customer inquiries within a timely manner.
- Provide outstanding customer service and respond to patron needs with courtesy and flexibility.
- Perform other retail duties as assigned.

**Requirements:**

- Minimum 2 years of retail or customer service experience.
- Must live in Hawaii. Company will not relocate. Not a remote position.
- Ability to manage confidential information.
- High level of computer literacy and accuracy.
- Excellent verbal and written communication.
- Self-starter, ability to work independently and multitask.
- May be required to lift boxes up to 30lbs.

