



Shining Light Tree Lot
**Christmas Tree Lot Manager/
Assistant Manager**

The Shining Light Tree Lot has a long legacy of supporting children with visual impairments. The tree lot was part of the founding of the Delta Gamma Center in 1951 and has provided crucial resources to support kids with visual impairments ever since.

This is a great opportunity for someone who wants to earn some extra holiday money doing something that brings joy to customers and supports kids with visual impairments.

POSITION SUMMARY

Tree Lot volunteers and staff bring holiday cheer to families shopping for their Christmas tree and holiday greenery. They help families select the right tree to fit their home and budget, as well as shop for wreaths, roping, and accessories.

Tree Lot staff are responsible for managing and supporting the on-site operations of the tree lot and boutique to make sure customers have the best shopping experience and volunteers have the best service experience possible. This includes oversight of the lot and boutique operations; volunteer training, support, and supervision, inventory control, customer service, and problem solving.

Tree Lot staff support DGC in reaching our goals for this event:

1. Maximize sales of trees, wreaths, greenery, roping, and accessories to provide critical resources to support programming for kids with visual impairments and their families.
2. A joyful and memorable shopping experience for customers helping shoppers get into the holiday spirit and feel good about the proceeds of their purchases helping DGC families.
3. A fun and meaningful service experience for volunteers ensuring volunteers feel satisfied with their role and contributions in supporting the Delta Gamma Center mission and our families.
4. Help customers and volunteers learn more about the Delta Gamma Center and programs.
5. Ensure the safety of customers and volunteers at all times.

RESPONSIBILITIES

- Assists with monitoring volunteer sign-up and engagement for scheduled shifts utilizing online system; provides orientation and onsite training and support to volunteers for their assigned roles

- Manages Tree Lot onsite operations; opens and closes the lot; creates an atmosphere conducive to the sale of trees and the prevention of accidents by maintaining a neat and tidy lot and boutique; supervises volunteers; manages inventory restocking and care of trees
 - Works with the cashier to ensure the proper receipting of all sales, including proper shift closure and cash handling; troubleshoots technology issues
 - Ensures the lot and boutique are stocked, inventory is tagged and well-organized, and all areas are free from safety hazards
 - Coordinates with operations coordinator on the need for removing inventory from stock, repricing, etc.
 - Makes sure that operational policies and practices are understood and followed
 - Responsible for the onsite safety and well-being of all customers, volunteers and staff by enforcing policies and procedures courteously and professionally
 - Pays attention to issues related to the weather – coordinates any changes in operating hours with the operations coordinator to ensure the safety of volunteers and appropriate communication of changes to the public
- Ensures excellent customer service is provided to assist families with shopping needs including helping customers with selecting and loading trees and other merchandise, taking family photos, etc.
 - Greets customers answering questions about trees and other items and basic questions about DGC
 - Helps customers select a tree, give the tree a fresh cut, and assists with loading trees into/onto the customer's vehicle
 - Ensures care is exercised to prevent damage to merchandise or customer vehicles
 - Acts quickly to resolve customer and volunteer concerns

QUALIFICATIONS

- Excellent communication and interpersonal skills; great customer service skills in responding to tree lot customers and volunteers
- Previous retail, cash-handling and/or customer service experience is preferred
- Experience as a Shining Light Tree Lot volunteer or working on a Christmas tree lot is a plus

- A welcoming and outgoing manner; a contagious smile and positive attitude
- Strong problem-solving skills and resourcefulness, grace under pressure
- Ability to lead and work successfully as part of a team of volunteers
- Experience or ability to learn and assist others with volunteer management systems and mobile cashier technology

TERMS OF EMPLOYMENT

- Seasonal part-time positions paying \$10-20 per hour
- Must be able to commit to the full season – November 13 (set-up) through December 23 or until we sell out (tear down)
 - Manager Hours: Average of 15-20 hours per week, must be available to cover weeknight shifts and some weekend shifts throughout the season plus assist with set-up and delivery
 - Assistant Manager Hours: Average of 10-20 hours per week as needed to cover some weekend and weeknight shifts throughout the season plus assist with set-up and delivery
- Must be at least 18 years old, have reliable transportation and pass a background check and drug screen
- Must be able to
 - lift or move 30-70 lbs (trees, equipment, supplies)
 - operate necessary equipment including a chainsaw (can be trained)
 - stand and be outside for long periods and work around pine and other tree types
 - follow all DGC policies and procedures regarding COVID-19

To apply, email a cover letter and resume outlining interest and related experience to employment@dgckids.org.

ABOUT THE DELTA GAMMA CENTER

The mission of the Delta Gamma Center (DGC) is to help children who are blind or visually impaired reach their full potential through family-centered, specialized services and community support. DGC is a private nonprofit organization located in Richmond Heights, in the central corridor of St. Louis, Missouri, serving families within a 50-mile radius in Missouri and Illinois.

Founded in 1951, DGC provides comprehensive home and community-based early intervention services for children from birth to three years of age and their families. Our teachers and therapists address the complex needs of our clients through a team-based, holistic approach.

In addition to early intervention services, families of children of all ages find reassurance and valuable resources through individual and group family support services. Children ages three through high school participate in our group recreation and developmental support program, designed to develop social and independence skills and participation in community activities.

DGC also provides vision screening services throughout the service area to infants and preschoolers for early detection of vision issues as well as community engagement initiatives directed at increasing acceptance, inclusion and accessibility.