



## **Job Description**

**Title:** Retail Intern

**Classification:** Internship

**Hours:** 8-10 hours per week (3 days a week)

**Compensation:** Hourly

**Reporting to:** Director of Retail

**Job Summary:** *Akola seeks an exceptionally motivated and highly organized candidate to provide critical support to the Retail team. The Retail Intern reports directly to Akola's Director of Retail and works closely alongside Akola's retail team to drive sales, educate customers about the Akola mission, and provide superior customer service. The ideal candidate thrives in a customer-facing role and has a passion for Akola's product.*

### **Essential Functions:**

- Deliver excellent sales service to ensure high levels of customer satisfaction
- Welcoming customers to the store and answering their queries
- Effectively communicate Akola's mission to customers and speak knowledgeably about Akola product
- Process purchases and handle return of merchandise
- Assist with online orders and fulfillment
- Prepare Akola's Snider Plaza store for its location change this Spring
- Track inventory and assist with monthly reporting
- Communicate effectively with Akola's corporate office to ensure proper customer service
- Regularly maintaining and updating displays in Akola's Snider Plaza retail store

### **Qualifications:**

**The ideal candidate will thrive in a start up company culture and balance highly detailed projects with creative thinking.**

### **Qualifications include, but are not limited to:**

- Must possess or currently be pursuing a 4-year bachelor's degree
- Proficiency in English
- Retail experience is a plus
- Superior communication and interpersonal skills
- A friendly and energetic personality with customer service focus
- Basic understanding of sales principles and customer service practices
- Ability to perform under pressure and address complaints in a timely manner
- Demonstrated passion for the mission and work of Akola

*Please send cover letters and resumes to Anna Ziebell at [anna@akolaproject.org](mailto:anna@akolaproject.org).*