



Posting Date:

Position: Hospitality Tour Guide and Sales Associate

Position Type: Part-Time

Department: Gift Shop

Summary: D.G. Yuengling & Son, Inc. is looking for a part-time Hospitality Tour Guide and Sales Associate to join America's Oldest Brewery. Based in Pottsville, PA, this person will primarily be responsible for ensuring world-class service and hospitality to each and every visitor.

Primary Responsibilities:

- Responsible for conducting walking tour of America's Oldest Brewery.
- Must become familiar with company history and facility layout.
- Proactively assist customers on retail floor.
- Stock shelves, racks, cases, bins and tables with merchandise.
- Arrange merchandise displays to attract customers as instructed by supervisor.
- Process and pack e-commerce orders.
- Assist as needed in unloading, organizing and stocking in inventory room.
- Must be able to perform the essential functions of this position with or without reasonable accommodations.

Minimum Position Qualifications:

- Must be at least 18 years of age.
- Must have a pleasant personality and neat appearance.
- Must be customer-service oriented and greet guests with excitement and enthusiasm.
- Proven ability to work well under pressure and treat guests with respect.
- Must be able to work in crowded venues and handle multiple situations simultaneously.
- Ability to speak clearly and professionally in front of large groups of guests.
- Ability to work flexible hours, weekends and holidays and during special events.
- Ability to follow direction as instructed by management.
- Must be a good listener in order to understand and respond to questions from guests.

Physical Demands:

- Must be able to lift and/or move up to 50 lbs.
- Ability to work in varying climate conditions and loud production environment.
- Ability to stand, sit and/or walk extended lengths of time.