

LIFETOUCH PORTRAIT STUDIOS INC.
Position Summary

Job Title:	Team Member
Job Classification:	Non-Exempt
Effective Date:	June 2010
Department:	Studio Operations
Location:	Field
Reports to:	Studio Manager
Manages/Supervises:	No One
Key Accountabilities:	<p>To take photographic portraits that meets or exceeds the company's quality and creativity goals, while maximizing the number of highly saleable portraits.</p> <p>To meet or exceed sales goals.</p> <p>To meet or exceed guests' needs and expectations while upholding company policies.</p> <p>To demonstrate concern for the safety and health of children and follow child/guest safety procedures.</p>

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Manages/Supervises:	No One
Position Summary:	To take and sell portraits of guests

Primary Duties and Responsibilities

- Take portraits that meet or exceed the company's quality and creativity goals, while maximizing the number of highly saleable portraits.
- Participate in training opportunities; welcome feedback from managers to enhance photography skills.
- Convey enthusiasm and excitement to Guests and co-workers regarding the creativity of portraits offered by the company.
- Maintain a positive and confident outlook about the company's photographic products and the portrait studio business.
- Meet or exceed sales goals by:
 - ✓ Knowing and communicating current packaging, pricing and promotion information
 - ✓ Using the specified sales presentation and selling techniques
 - ✓ Promoting business by generating good rapport with Guests and providing excellent Guest service
 - ✓ Executing proper sales transaction procedures on the cash register
 - ✓ Recording accurate Guest and sales information on receipts and reports
 - ✓ Protecting company assets
- Meet or exceed Guests' needs and expectations while upholding company policies.
- Handle Guest complaints by applying the appropriate *Service Recovery* steps.
- Demonstrate concern for the safety and health of children and follow child/Guest safety procedures. Maintain awareness of the activities of children to avoid accidents.
- Ensure a safe environment and correct or report any safety hazards. Report child or Team Member accidents on appropriate forms in an accurate and timely manner.
- Cover assigned zone(s) and follow up on delegated tasks.

- Adhere to *all* personnel, administrative, and operational standards, policies, and procedures, such as:
 - ✓ Company dress and personal hygiene
 - ✓ Time keeping
 - ✓ Safety Procedures

Other Duties and Responsibilities

- Greet Guests and direct traffic flow.
- Answer incoming calls and return answering machine calls.
- Schedule and confirm appointments and follow-up on canceled and missed appointments.
- Check and maintain photographic equipment.
- Maintain a positive studio appearance by keeping work and waiting areas neat and tidy.
- Complete special projects or duties as assigned.
- May be asked to work at another studio location when requested by supervisor.
- Maintain positive relations with host/mall management and Team Members.

Minimum General Requirements

Full Time	Part Time
<ul style="list-style-type: none"> • High School education and/or degree • 18 years of age • Willing to work a varied schedule including: days, nights, and weekends • Previous retail, service-related, and/or photography experience is preferred • Good verbal communication skills • Basic computer knowledge (website navigation) • Ability to quickly develop a good rapport with children and adults • Hearing and seeing with reasonable correction to normal range • Able to lift and carry 40 lbs. • Able to bend , kneel and flex wrists and hands very frequently 	<ul style="list-style-type: none"> • High School education and/or degree • 16 years of age • Willing to work a varied schedule including, days, nights and weekends • Previous retail, service-related, and/or photography experience is preferred • Good verbal communication skills • Basic computer knowledge (website navigation) • Ability to quickly develop a good rapport with children and adults • Hearing and seeing with reasonable correction to normal range • Able to lift and carry 40 lbs. • Able to bend, kneel and flex wrists and hands very frequently

Minimum Mental and Physical Requirements

Mental Activity	Frequency With Which Activity May Have to Be Performed During a Typical Work Day			
	Never	Occasionally	Often	Very Frequently
Reading, spelling, and alphabetical ordering				x
Math and numerical ordering				x
Problem solving			x	
Confidentiality				x
Detailed work			x	
Handling difficult situations			x	
Reasoning			x	
Verbal communication				x
Written communication		x		
Contact with guests				x
Contact with children				x
Multiple concurrent tasks				x
Dealing with constant interruptions				x
Physical Activity	Frequency With Which Activity May Have to Be Performed During a Typical Work Day			
	Never	Occasionally	Often	Very Frequently
Sitting		x		
Standing				x
Walking			x	
Bending and kneeling				x
Repetitive movements				x
Lifting/carrying 40 lb. or more			x	
Pushing/pulling heavy objects			x	
Speaking				x
Answering the telephone			x	

Applicant Acknowledgment:

I, acknowledge that I have received and reviewed the position description for Photographer. I also had the opportunity to review this description with a representative of Lifetouch Portrait Studios. I understand the nature of the position, its primary duties and responsibilities, and its mental and physical requirements. I can perform these primary duties and responsibilities under the conditions stated in this document and will perform them in a safe manner.

I also understand that the above does not constitute an offer of employment.

Signature _____ Date _____

(Send signed Position Description to HR with New Hire forms)