



POSITION: ASSOCIATE, CUSTOMER HUB AT READING TERMINAL MARKET

MANAGED BY READING TERMINAL MARKET CORPORATION

non managerial position
\$12 to \$14 an hour
35 to 40 hours a week
weekends and (some) holidays are required

READING TERMINAL MARKET IS ONE OF PHILADELPHIA'S MOST DYNAMIC AND DIVERSE PUBLIC SPACES. THE MARKET IS HOME TO 80 SMALL, MOSTLY FAMILY OWNED BUSINESSES AND HAS BECOME PHILADELPHIA'S MOST VISITED SITE, AMONG LOCALS AND TOURISTS ALIKE, ATTRACTING OVER 7.3 MILLION VISITORS IN 2018. THE MARKET REMAINS A PRIMARY GROCERY SHOPPING DESTINATION FOR THOUSANDS OF CUSTOMERS.

WHAT IS THE CUSTOMER HUB? IT IS A PHYSICAL SPACE IN THE MARKET DEDICATED TO ENRICHING THE CUSTOMER EXPERIENCE. WE OFFER RTM MERCHANDISE, RTM GIFT CARDS, SHOPPING SERVICES, SUPPORT THE AMBASSADOR PROGRAM, FACILITATE E-COMMERCE, AND FACILITATE THE RTM FOOD RESCUE PROGRAM. THIS IS A SPACE WITH CONSTANT CHANGE.

DAILY DUTIES

- LOG FOOD RESCUE ITEMS
- COMPLETE MERCHANDISE AND GIFT CARD SALES
- KEEP MERCHANDISE DISPLAY CLEAN AND ORGANIZED
- FACILITATE GROCERY BAG HOLD, SHOPPING CARTS, ONLINE ORDERS, DELIVERY ON DEMAND AND PARKING VALIDATION
- SUPPORT AMBASSADOR PROGRAM AS NEEDED
- WORK WITH MULTIPLE PARTNERS AND PROGRAMS LINKED TO THE HUB, EXAMPLE: RTM MERCHANTS, RTM MANAGEMENT TEAM, ALL ABOUT EVENTS, MERCATO, FOOD CONNECT, PHILABUNDANCE
- ASSIST WITH OTHER EXPERIMENTS THAT WILL BE HOSTED AT THE HUB, EXAMPLE: BAG GIVEAWAY OR PARKING SPECIAL
- ASSIST WITH DEVELOPMENT OR FACILITATION OF NEW IDEAS ON AN ONGOING BASIS

REQUIRED SKILLS

CUSTOMER SERVICE EXPERIENCE, POS SYSTEMS, EXPERIENCE IN A HIGH-VOLUME ENVIRONMENT, ATTENTIVENESS

BONUS SKILLS

FOOD SAFETY KNOWLEDGE, RETAIL EXPERIENCE, E-COMMERCE EXPERIENCE

PLEASE REPLY WITH YOUR RESUME, YOUR AVAILABILITY AND A PARAGRAPH ABOUT YOURSELF.
E-MAIL LAYLA EL TANNIR AT L-ELTANNIR@READINGTERMINALMARKET.ORG.