JOB DESCRIPTION

JOB TITLE: Merchandise Coordinator

EMPLOYER: National Honorary Beta Club

DEPARTMENT: Merchandise Department

REPORTS TO: Director of Merchandise

LOCATION: National Beta Club Office - 151 Beta Club Way | Spartanburg, SC 29306

EFFECTIVE DATE: 11/12/2026

SUMMARY: Primary responsibilities of the Merchandise Coordinator will be online order fulfillment, providing excellent customer service, and travel during the convention season to operate on-site Beta Shop, as well as assisting in all other aspects of the Merchandise Department of The National Beta Club.

DUTIES AND RESPONSIBILITIES:

- Online order fulfillment
- Provide customer service by way of email, chat, tickets, phone, and in person
- Travel to set up and operate the Beta Shop
    - Seasonal travel October-March and June (average 75 days per year)
- Maintains a clean driving record
- Accurately conducts cash and credit card transactions
- Safely operates a forklift and pallet jack (training will be provided)
- Maintains neat, clean and organized area of the merchandising department
- Assist in floor moves, merchandising, display maintenance, and store housekeeping
- Package and label merchandise for resale
- Assists in keeping accurate inventory for the Beta Shop
- Performs other related duties as assigned

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- No prior experience or training.
- High school diploma or general education degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience.
- Certificates, licenses and registrations required: Forklift certification (provided)

COMPETENCIES:

- **Ethics** - Treats people with respect; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations.
- **Professionalism** - Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Promotes a harassment-free environment; Builds a diverse workforce.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand and walk.
- Occasionally required to sit.
- Frequently required to utilize hand and finger dexterity.
- Frequently required to talk or hear.
- Occasionally work near moving mechanical parts.
- While performing the duties of this job, the noise level in the work environment ranges from moderate to very loud.
- The employee must frequently lift and/or move up to 75 pounds.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Questions and How to Apply:

Please submit cover letter, resume, and any questions to jobs@betaclub.org or apply through Indeed.com platform.

Application Deadline: Friday, December 4, 2026