

Merchandise Vendor Job Description

Role Overview

A Merchandise Vendor with Print & Design Solutions, Inc., is responsible for selling official merchandise at live events such as concerts, plays, and sports. This is a fast-paced, customer-facing role that blends retail sales and customer service in a high-energy environment. This role is ideal for someone who enjoys interacting with people, thrives in dynamic environments, and values creating a positive fan experience through product and service.

Key Responsibilities

- **Setup & Display:** Prepare merchandise displays before the event, ensuring they are visually appealing, fully stocked, and compliant with brand/venue standards.
- **Sales & Transactions:** Process high volumes of sales using POS systems, credit/debit cards, and digital payments with accuracy.
- **Inventory Management:** Conduct in-counts and out-counts to track sales and prevent loss; reconcile inventory with management
- **Customer Service:** Engage with eventgoers proactively, answer questions, recommend products, and resolve complaints professionally.
- **Upselling:** Suggest complementary items or special offers to maximize revenue per transaction.
- **Event Closeout:** Break down displays, secure merchandise, and leave the area clean and organized.
- **Collaboration:** Work with tour personnel, venue management, and other vendors to ensure smooth operations.
- **Sustainability:** Participate in venue sustainability programs, such as recycling and waste reduction.

Typical Work Environment

- Fast-paced, often loud, and high-energy.
- May require standing, walking, lifting (up to 30–50 lbs.), and working in varying temperatures.
- Reliability in transportation is essential due to event schedules.

- Year-round availability for venues in Northern and Southern California, Phoenix, Albany, New York, and Milwaukee, Wisconsin.

Qualifications & Skills

- Bilingual – English/Spanish with English as primary language
- High School Diploma or GED.
- 2 years or more experience in retail or sales setting selling and upselling merchandise in a concert or event environment preferred.
- Strong mathematical and analytical skills
- Ability to multitask
- Ability to handle POS systems, and customer service in a busy setting.
- Experience balancing out inventory counts
- Friendly, energetic demeanor with the ability to stay calm under pressure.
- Strong organizational skills, attention to detail, and ability to work cooperatively with diverse teams.
- Reliable transportation and availability for all show dates.

Career Path

This is an Entry-level role as a Venue Vendor, with potential of progressing to Supervisors/Runners all the way to Room Manager.