

JOB DESCRIPTION: SALES ASSOCIATE

Reports to: Retail Director

PRIMARY FUNCTION AND RESPONSIBILITIES

The sales associate actively works to ensure the highest level of museum visitor experience in the museum store and at the concierge/visitor information desk. Sales associates must be fully competent in selling all museum products (retail, admissions, and memberships).

Sales associates must provide excellent customer service to all museum visitors and greet and engage visitors in conversation for the purposes of sharing information about museum store merchandise and museum services, programs, collections and exhibits.

BASIC REQUIREMENTS

- Minimum six months experience in a retail and/or customer service environment with a working knowledge of cashiering and receipt processing.

CORE FUNCTIONS AND COMPETENCIES

- Operate a computerized point of sale cash register and inventory management system: including the accurate entering of sales information: receiving payment for products: processing credit card transactions; making correct change; processing refunds, exchanges and voids; and issuing gift certificates and credit slips.
- Reconcile daily sales and prepare deposits and end of day reports for management.
- Actively engage customers in conversation and actively assist in the understanding, demonstration, description and selection of merchandise.
- Utilize a working knowledge of all retail merchandise including price, any special product considerations, stock location in store and in the back stockroom.
- Accurately perform all merchandise receipt processing, including processing in the POS system; merchandise inspection, tagging, stocking and display. Communicate all damages and wrong shipments to store management. Return or apply for credit as indicated by Retail Director.
- Complete a daily restocking form, pull merchandise from stockroom, and stock and display in store per merchandising instructions.
- Actively maintain the store appearance including keeping merchandise neatly organized and attractively displayed, dust and clean shelves regularly, fold t-shirts and arrange merchandise to maintain the highest level of visual presentation.
- Answer all incoming calls with a professional greeting and transfer calls to the proper museum department.
- Accurately execute any merchandise returns directed by Retail Director. Pull stock, pack and ship for returns.
- Accurately maintain weekly/monthly interdepartmental merchandise transfers and charges log.
- Actively execute the daily operational and day to day goals and priorities assigned by the Retail Director.
- Accurately execute retail special orders (in house, phone and web) including accurate sales information to customer (cost, tax, shipping fees), order fulfillment, payment and shipping.

- Maintain stockroom merchandise organization and cleanliness.
- Assist with annual physical inventory.
- Assist with special projects as needed. Provide other departmental assistance as needed. Attend occasional departmental meetings after-hours and participate in training opportunities.

WORKING CONDITIONS & ESSENTIAL PHYSICAL DEMANDS

- Museum retail environment.
- High School diploma; college or museum background preferred.
- Retail or related sales experience preferred.
- Must be able to accurately operate a point of sale system and effectively deal with heavy public contact and provide excellent customer service.
- Subject to lifting up to 40 lbs and standing, stooping, bending and walking for long periods of time.
- Must be willing to work a flexible schedule that includes nights, weekends, holidays and special events. Must work special events and where needed for exhibit openings.
- Must possess and display a dedication to the National Cowgirl Museum mission and vision.
- Must be able to communicate clearly and congenially with patrons about museum merchandise, services and programs.
- Must utilize excellent customer service skills to enhance the museum experience and meet the needs of the museum visitors
- Must satisfactorily fulfill all departmental training requirements.
- Must pass a background check.
- Must have a current Texas driver's license and insurance.
- Must present a neat, professional appearance.

This position is classified as hourly/non-exempt.