



## **MUSEUM STORE SALES ASSOCIATE (FT/PT)**

### **JOB DESCRIPTION**

**DEPARTMENT:** IAIA STORES/FINANCE DEPARTMENT  
**CLASSIFICATION:** NON-EXEMPT (**Assignment may be Full-time, Part-time**  
**Work-Study or Student-Worker**)  
**REPORTS TO:** MUSEUM STORE MANAGER  
**SUPERVISES:** NONE  
**LAST UPDATED:** March 2018

#### **SUMMARY OF RESPONSIBILITIES**

The Sales Associate reports directly to the IAIA Stores Manager and is responsible during hours of operation, which is six (6) days a week, in the selling of featured merchandise, collecting museum admission fees, providing information to the visiting public and completing other assigned duties related to stocking/inventory. The Museum Store Sales Associate will be cross trained in both IAIA Stores locations and will at times be requested to report to the IAIA Campus Bookstore. The incumbent is charged with providing the excellent and effective customer services at all times. The incumbent support the mission, vision and core values of IAIA.

#### **ESSENTIAL POSITION FUNCTIONS**

- Report on time to assigned shift on time which is open six (6) days a week, and depending on assigned shift includes working weekends and holidays.
- Sell a wide range of Museum store merchandise to the visiting public.
- Provide excellent customer service to a wide and diverse public.
- Collect admission fees to the Museum's exhibits (as needed).
- Respond effectively to public inquiries, about the museum and/or featured merchandise.
- Operate shop equipment (cash register, calculator and/or credit card/check verification machine) per procedures.
- Balance out cash register at the end of each shift.
- Assist in stocking, price labeling, scheduling, and inventory control.
- Other duties as assigned

#### **REQUIRED EXPERIENCE AND EDUCATION**

High school diploma or equivalent and at least two (2) years of direct retail/customer service experience of similar scope. Must pass a criminal and credit background check.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of word processing and basic retail computer systems/applications.
- Knowledge of sales related equipment including cash register, calculator and credit card/check verification machines.
- Ability to make bank deposits (as needed).
- Ability to communicate clearly and effectively at all levels and with all people and groups, including faculty, students and staff.
- Ability to consistently and accurately balance out cash registrar on a daily basis.
- Ability to resolve customer service issues in a constructive and effective manner.
- Adhere to appropriate standards of conduct and ethics, including:

- confidentiality
- highest level of integrity and honesty
- comply with supervisory directives/instructions
- exhibit the ability to effectively adapt to changing work environment
- cooperate, collaborate and treat others at all times with dignity and respect
- engage in pro-active problem solving
- regularly attends to assigned job duties with focus and commitment
- participate in meetings as required
- Must be able to demonstrate at all times a pleasant, courteous and professional demeanor and presence.
- Ability to work effectively under supervision, to begin projects independently (or as assigned), and to bring projects (or assignments) to conclusion on a timely basis.
- Knowledge of Art materials and supplies is helpful, as well as knowledge of Native Art and traditions.
- Ability to work evenings and or/ weekends.
- Ability and willingness to perform other duties may be assigned.

## **WORKING CONDITIONS**

- This description is a general statement of required major duties (essential functions) and responsibilities performed on a regular or continuous basis.
- Ability to stand for extended periods of time.
- Ability to reach for, grasp and extend hand or arm in any direction is part of completed essential merchandising/sales tasks.
- Ability to effectively utilize cash register, PC, calculator, credit card/check verification machines a for extended periods of time
- Ability to lift and/or maneuver items weighing up to 50 pounds.
- Ability to communicate effectively using the spoken word for extended periods of time.
- Ability to work evenings and/or weekend hours.
- Ability to view and/or review a wide range of merchandising/sales information effectively/efficiently.
- Ability to receive, interpret and respond to information communicated in various sales forms (verbal, written, etc.).
- This job description does not constitute an employment agreement.
- Performance evaluation will include assessment of performance results as described herein.
- Management has the right to revise this job description at any time, with or without notice.
- The job description is not a contract for employment.