



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

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

### **SUMMARY OF RESPONSIBILITIES**

The Sales Associate reports directly to the Museum Store 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 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 inquires, 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.