

Store Associate: Silver Sage Store

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| Title: | Store Associate: Silver Sage Store |
| Classification: | Part-time hourly, nonexempt |
| Reports To: | Store Manager |
| Supervises: | Associated volunteers |
| Salary: | \$12.86 an hour |

High Desert Museum – Organization Description

Since opening in 1982, THE HIGH DESERT MUSEUM has brought together wildlife, culture, art and natural resources to promote an understanding of the natural and cultural heritage of North America's High Desert country. We do so through indoor and outdoor exhibits, wildlife in natural habitats, living history demonstrations and dynamic programs on a beautiful, 135-acre campus in the pine forest. The Museum is a nonprofit organization accredited by the American Alliance of Museums, was a 2018 National Medal for Museum and Library Sciences finalist and is a Smithsonian Affiliate. During the 2018-19 fiscal year, 195,000 visitors enjoyed the Museum.

The Museum is located in Bend, Oregon, a fast-growing, charismatic city nestled against the Cascade Range at the edge of the High Desert. We strive to be inclusive, culturally humble, relevant, curious, and mindful. As a team, we work together to wildly excite and responsibly teach, creating connection to and dialogue about the High Desert.

Job Summary – Store Associate

The Store Associate is responsible for performing the daily operations in the Silver Sage Trading gift store with a strong emphasis in customer service and sales. The Store Associate is also responsible for helping the Museum store achieve the financial budgeted revenue through exceptional sales ability.

Required Qualifications

- High school diploma or GED
- Previous experience working 10-key adding machine and cash register
- Strong verbal and written communication skills
- Ability to project a welcoming, cheerful attitude
- Excellent customer service skills
- Ability to work effectively with a diverse group of staff and volunteers
- Ability to work flexible hours and days including weekends
- Ability to stand for long periods and lift up to 40 pounds

Responsibilities and Tasks

1. Provide excellent customer service and assist visitors with sales using value-based selling techniques
2. Open and close the museum store in accordance with standards
3. Ensure security of cash throughout each business day and at closing, following procedures outlined in the Store Desk Manual

4. Relay visitor comments, suggestions and requests to appropriate staff
5. Maintain visual merchandising standards with great attention to detail
6. Demonstrate knowledge of the site offerings and programs
7. Demonstrate an understanding of the store operations, policies and procedures
8. Transact customer sales on point-of-sale system quickly, accurately, and efficiently
9. Demonstrate product knowledge to assist customers in selections and promote sales
10. Assist in inventory control; help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed
11. Maintain good working knowledge of the Museum's policies, procedures, educational practices, safety protocols and ideologies
12. Motivate team through positive reinforcement of service standards
13. Effectively communicate operational successes, opportunities and concerns to Store Manager
14. Perform other tasks and duties as assigned by the Store Manager
15. Embrace, support, and help implement the Museum's continued learning and commitment to diversity, equity, accessibility, and inclusion
16. Execute other duties as assigned as needed to help abide by the Museum's values, drive our vision, and fulfill our mission

The successful applicant will be an outgoing, friendly, team player and must be detailed-oriented while handling multiple projects and deadlines. They must have a high degree of energy and enthusiasm for a visitor-service oriented organization.

The Museum provides an equal employment opportunity to all persons without regard to race, color, national origin, religion, sex, sexual orientation, gender identity/transgender status, age, disability, veteran or marital status, genetic information or any other characteristic protected by applicable law.

Mission

The High Desert Museum wildly excites and responsibly teaches through innovative, interdisciplinary experiences, creating connection to and dialogue about the High Desert

Please send resume and cover letter to the High Desert Museum, attention Human Resources.

jobs@highdesertmuseum.org

<http://highdesertmuseum.org/job-opportunities>

Mission

To explore the High Desert's unique landscape, cultures, wildlife, history and arts, connecting our visitors to the past and helping them discover their role in the present and responsibility to the future.