The job description for the Store Associate at the High Desert Museum includes the following:

**Position**

**Job Title:** Store Associate  
**Department:** Silver Sage Trading  
**Classification:** Part-time; hourly; nonexempt  
**Direct Supports:** Store Manager, Retail Lead(s)  
**Directly Supports:** Volunteers  
**Salary Range:** $20.00/hour

**Job Summary**

Store Associates support Silver Sage Trading and the High Desert Museum by providing a high standard of customer service and maintaining an excellent visitor experience. The year-round Store Associate can hold multiple roles, including Cashier/POS, Restocking, and Inventory. This part-time position will most likely fall under the Restocking and Cashier/POS role. Each role has a unique set of expectations and works together with teammates to ensure the healthy function of the store. The roles are not static; all Store Associates are expected to understand the basic functions of all roles and be able to perform each as needed. However, concentration on a single role is strongly encouraged and will be required seasonally. All Store Associates demonstrate working knowledge of the store, including inventory and product placement, as well as Museum offerings and programs. A positive attitude, attention to detail, and a desire to maintain an excellent visitor experience will help you succeed in this role.

**Essential Functions (in order of priority with the percentage of time spent on each)**

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<th>Percentage</th>
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| 40%        | **Staff/Visitor Interaction and Maintaining Museum Knowledge (All Roles)**  
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Demonstrate knowledge of and assist visitors and other Museum staff with questions about the store, including inventory offerings, product placement, and relevant policies.  
Demonstrate knowledge of and assist visitors with questions about the Museum’s offerings and programs.  
Relay visitor comments, suggestions, and requests to appropriate staff.  
Maintain working knowledge and implementation of store operations, policies, and procedures.  
Maintain working knowledge and implementation of Museum’s policies, procedures, educational practices, safety protocols, and ideologies.  
Motivate teammates through positive reinforcement of service standards.  
Effectively communicate operational successes, opportunities, and concerns to Store Manager.  
Embrace, support, and help implement the Museum’s continued learning and commitment to diversity, equity, accessibility, and inclusion. |
| 20%        | **Clover POS System Operation (Cashier/POS Role)**  
Operate the store’s Clover POS system accurately and efficiently while providing excellent customer service in accordance with store standards.  
Ensure security of cash throughout the day.  
Maintain working knowledge and implementation of current and new products to assist visitors and promote sales.  
Maintain cleanliness and organization within the cashier’s stand.  
Answer the store phone in a professional manner. |
| 20%        | **Product Placement and Merchandising (Restocking Role)**  
Maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.  
Clean store floor, shelves, counters, and other display units regularly.  
Coordinate with Inventory Role to prioritize new products for store displays. |
• Assist Retail Lead in changing store displays throughout the year, including for seasonal changes, promotional items, changing exhibits, and other Museum events.
• Open and close the store in accordance with store standards.
• Work directly with volunteers to ensure store standards for product placement and display cleanliness are met.

10% On-Call Cashiering (All Roles)
• Step into the Cashier/POS Role as needed.

10% Additional Duties (All Roles)
• Perform other store tasks and duties as assigned by the Store Manager.
• Step into other store roles as needed and as assigned by the Store Manager.
• Execute other duties as assigned and as needed to help abide by the Museum’s values, drive our vision, and fulfill our mission.
• Contribute to and support the Museum’s DEAI initiatives.
• Contribute to and support the Museum’s AZA Accreditation.
• Assist with museum events – Free Day’s, High Desert Rendezvous fundraising gala, etc.

QUALIFICATIONS

EDUCATION/CERTIFICATIONS

Required:
• High School Diploma or GED in progress.
• Current OLCC & Food Handler Certificate or willingness and ability to obtain.
• Valid CPR/First Aid Certificate or willingness and ability to obtain.

Preferred:
• Completed High School Diploma or GED.

EXPERIENCE

Required:
• N/A

Preferred:
• Prior experience with a Clover POS system, or other cashier experience.
• Prior experience with customer service and/or visitor experience employment.
• Prior experience with database management.
• Prior experience with inventory management.
• Prior experience with merchandising or display development.

SKILLS/ABILITIES

Required:
• Excellent customer service skills.
• Strong verbal and written communication skills.
• Strong attention to detail.
• Ability to learn Clover POS system quickly and accurately.
• Ability to project a welcoming, patient, and helpful attitude.
• Ability to work effectively with a diverse group of staff and volunteers.
• Ability to work flexible hours and days, including weekends and holidays.
• Ability to embrace, support, and help implement the Museum’s continued learning and commitment to diversity, equity, accessibility, and inclusion.
• Ability to execute other duties as assigned as needed to help abide by the Museum’s values, drive our vision, and fulfill our mission.
• Ability to lift up to 40 pounds.
• Ability to quickly and accurately build working knowledge of store policies, systems, and procedures.
Preferred:
- Ability to stand for extended periods of time.
- Ability to use fine motor skills for extended periods of time.
- Proficiency with Microsoft Office Suite.
- Proficiency with Clover POS system and related apps.
- Effective communication with children and adults in a professional and courteous manner to ensure a positive visitor experience.
- Ability to provide exceptional customer service and effectively resolve customer issues or complaints.

PHYSICAL ELEMENTS
This position is indoors, but may require moving up and down stairs, sitting or standing for long periods of time, lifting and/or carrying up to 40 pounds, extended use of fine motor skills, and elevated noise and crowding levels.

EQUIPMENT USE
Frequent computer and phone use.

ACKNOWLEDGMENT

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

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An Equal Opportunity Employer

We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.