

JOB DESCRIPTION

HIGH DESERT MUSEUM

POSITION

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|------------------------|-------------------------------|---------------------------|-------------------------------|
| JOB TITLE: | Store Associate | DIRECT SUPPORTS: | Store Manager, Retail Lead(s) |
| DEPARTMENT: | Silver Sage Trading | DIRECTLY SUPPORTS: | N/A |
| CLASSIFICATION: | Hourly; part-time; non-exempt | SALARY RANGE: | \$20.60/hr |

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. Store Associates operate the Lightspeed POS system accurately and efficiently in accordance with store standards to ensure cash security throughout the day while providing excellent customer service. Store Associates are also responsible for restocking and cleaning the store throughout the day. 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. The Store Associate is absolutely essential to the healthy functioning of Silver Sage Trading and the store team – we’re excited to have you join us!

ESSENTIAL FUNCTIONS (in order of priority with the percentage of time spent on each)

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| 40% | Lightspeed POS System Operation <ul style="list-style-type: none">• <i>Operate the store’s Lightspeed POS system accurately and efficiently while providing excellent customer service in accordance with store standards.</i>• <i>Ensure security of cash throughout the day.</i>• <i>Maintain and implement working knowledge of store operations, policies, and procedures.</i>• <i>Motivate teammates through positive reinforcement of service standards to reaffirm our collaborative working environment.</i>• <i>Effectively communicate operational successes, opportunities, and concerns to Store Manager.</i> |
| 30% | Staff/Visitor Interaction and Maintaining Museum Knowledge <ul style="list-style-type: none">• <i>Demonstrate knowledge of and assist visitors with questions about the store, including inventory offerings, product placement, and relevant policies.</i>• <i>Demonstrate knowledge of and assist visitors with questions about the Museum’s offerings and programs.</i>• <i>Relay visitor comments, suggestions, and requests to appropriate staff.</i>• <i>Answer the store phone in a professional manner.</i>• <i>Maintain and implement working knowledge of store operations, policies, and procedures.</i>• <i>Maintain and implement working knowledge of Museum’s policies, procedures, educational practices, safety protocols, and ideologies.</i>• <i>Embrace, support, and help implement the Museum’s continued learning and commitment to diversity, equity, accessibility, and inclusion.</i> |

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| 20% | Product Placement and Merchandising <ul style="list-style-type: none"> • <i>Ensure the cashier's stand remains clean and organized.</i> • <i>Help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.</i> • <i>Open and close the store in accordance with store standards.</i> |
| 10% | Additional Duties <ul style="list-style-type: none"> • <i>Perform other tasks and duties as needed and/or assigned by the Store Manager to help abide by the Museum's values, drive our vision, and fulfill our mission.</i> • <i>Contribute to and support the Museum's DEAI initiatives.</i> • <i>Contribute to and support the Museum's AZA Accreditation.</i> • <i>Assist with Museum events - Free Days, High Desert Rendezvous fundraising gala, etc., as needed.</i> • <i>Other duties as assigned.</i> |

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 Lightspeed POS system, or other demonstrable cashier experience.
- Prior experience with customer service and/or visitor experience employment.

SKILLS/ ABILITIES

Required:

- Excellent customer service skills.
- Strong verbal and written communication skills.
- Strong attention to detail.
- Ability to learn Lightspeed POS system quickly and accurately.
- Ability to project a welcoming, patient, and helpful attitude.
- Ability to work effectively with a diverse group of staff, volunteers, and visitors.
- Ability to work flexible hours and days, including weekends and holidays.
- 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.
- Proficient with Microsoft Office Suite.
- Proficient with Lightspeed 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 I am capable of performing all of the stated requirements.

Employee Name

Signature

Date

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.