

Position Description

Title:	Store Associate: Silver Sage Store
Classification:	Part-time hourly, nonexempt
Reports To:	Store Manager
Supervises:	Associated volunteers

High Desert Museum – Organization Description

The High Desert Museum is a non-profit organization focused on the natural and cultural elements of the High Desert region of the Western United States. Located near Bend, Oregon, on the edge of the beautiful Deschutes National Forest, the Museum melds the natural history of diverse habitat types with human history of the environment into a unique blend of indoor and outdoor exhibits, living history and both living and historical collections.

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

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.

Please send resume and cover letter to the High Desert Museum, attention Shannon Campbell.

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

The High Desert Museum is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

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.