

Position Description

Title:	Assistant Store Manager: Silver Sage Store
Classification:	Part-time hourly
Reports To:	Store Manager
Supervises:	Store Associates and 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 – Assistant Store Manager

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

Required Qualifications

- High school diploma or GED
- Working knowledge of Excel
- Attention to detail
- 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. Assist Store Manager by processing incoming merchandise and invoices
3. Maintain accurate inventory using Altru software
4. Troubleshoot inventory discrepancies as needed
5. Process customer sales
6. Keep merchandise and displays neat and organized throughout the day
7. Ensure security of cash throughout each business day and at closing, following procedures outlined in the Store Desk Manual.
8. Relay visitor comments, suggestions and requests to appropriate staff. Answer general museum questions and relaying when necessary to appropriate staff or volunteers.
9. Comply with all Museum policies, procedures and safety regulations

10. Perform other tasks and duties as assigned by the Store Manager
11. Opens and closes the museum store in accordance with standards
12. Maintain visual merchandising standards with great attention to detail
13. Provide exceptional customer service and accurate site information to the public
14. Demonstrate knowledge of the site offerings and programs
15. Demonstrate an understanding of the store operations, policies and procedures
16. Transact sales on point-of-sale system quickly, accurately, and efficiently
17. Demonstrate product knowledge to assist customers in selections and promote sales
18. Assist in inventory control; help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.
19. Maintain good working knowledge of the Museum's policies, procedures, educational practices and ideologies
20. Motivates team through positive reinforcement of service standards
21. Effectively communicate operational successes, opportunities and concerns to 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.