

## Position Description

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Title:	<b>Assistant Silver Sage Store Manager and Education Registrar</b>
Classification:	Full-time hourly, nonexempt,
Reports To:	Store Manager/Education Curator
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 and Education Registrar

This position supports both the Silver Sage Gift Store and the Education team with a strong emphasis on customer service skills. The Assistant Store Manager is responsible for performing the daily operations in the gift store and for helping the store achieve the financial budgeted revenue through exceptional sales ability. The Museum registrar must have strong organization and communication skills and should be comfortable with standard office equipment, spreadsheets and data entry.

### Required Qualifications

- High school diploma or GED
- Working knowledge of Microsoft Office systems with emphasis in Excel
- Attention to detail
- Previous experience working 10-key adding machine and cash register
- Strong interpersonal and 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 customers, visitors, staff and volunteers
- Ability to work flexible hours and days including weekends
- Ability to stand for long periods and lift up to 40 pounds
- Ability to work with a high degree of integrity, sound professional judgment, and the ability to handle confidential and sensitive information.

### Responsibilities and Tasks

#### Assistant Store Manager

1. Provide exceptional customer service and accurate site information to the public.
2. Demonstrate an understanding of the store operations, policies and procedures.
3. Demonstrate product knowledge to assist customers in selections and promote sales.
4. Assist visitors with sales using value-based selling techniques.
5. Assist Store Manager by processing incoming merchandise and invoices.
6. Maintain accurate inventory using Altru software.
7. Troubleshoot inventory discrepancies as needed.
8. Assist in inventory control; help to maintain an orderly and attractive store and an organized stockroom by keeping merchandise filled and neatly displayed.

9. Process customer sales, transacting sales on point-of-sale system quickly, accurately, and efficiently.
10. Ensure security of cash throughout each business day and at closing, following procedures outlined in the Store Desk Manual.
11. Open and close the museum store in accordance with standards.
12. Maintain visual merchandising standards with great attention to detail, keeping merchandise and displays neat and organized throughout the day.
13. Demonstrate knowledge of the site offerings and programs.

#### Education Registrar

14. Act as the primary point of contact for Kids Camp registration, ensuring exceptional customer service. Assist in coordinating registration for other education programs.
15. Answer questions from parents, guardians, educators, etc. in a timely, clear, and concise and confidential manner. This position is an important first point of contact for the community.
16. Maintain accurate and complete program records, registration forms and informational materials; generate reports and assist with data entry.
17. Responsible for billing and invoicing Camp registrations and field trips. Assist with processing monthly fees and managing payment receipts for fee-based programs.
18. Prepare program materials and assist with Museum community outreach and access programs.

#### General

19. Relay visitor comments, suggestions and requests to appropriate staff. Answer general museum questions and relaying when necessary to appropriate staff or volunteers.
20. Maintain good working knowledge of the Museum's policies, procedures, educational practices and ideologies
21. Motivates team through positive reinforcement of service standards
22. Effectively communicate operational successes, opportunities and concerns to supervisor
23. Comply with all Museum policies, procedures and safety regulations
24. Perform other tasks and duties as assigned

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](mailto: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.