

Sales Associate

Job Title	Sales Associate
Reports To	Store Manager

Purpose of the Job

Pleasantly greets every visitor who enters the store; assists all customers with merchandise selection and check out transactions; handles all monetary transactions; maintains neat, clean and organized store; assists with merchandising and annual inventory; must be friendly and enthusiastic and demonstrate outstanding customer service to both internal and external customers.

Key Deliverables/ Accountabilities

- Greet and assist customers on the sales floor primarily in the Main Shop, but during busy times could be posted in the Children's Museum Kiosk as well. Assist customers with the selection of gifts, jewelry, textiles, children's gifts and books, books, art supplies and other merchandise.
- May be asked to assist at times outside of regular weekly schedule for events and special programs including Member Sales, Member evenings, and other events.
- Attend daily Flash Meetings at 9:00 am in Gift Shop to learn more about the daily schedule for tour groups, introductory talks, special events, etc.
- Warmly greet customers as they enter the store; courteously offer assistance
- Assist customers with purchase selections; respond to customer requests and inquiries
- Accurately carry out all Point of Sale (POS) transactions to maintain the integrity of the inventory; maintain a neat and orderly POS station
- Assist with special orders both in-person and over the phone, with accurate knowledge of shipping policies and gift wrapping
- Remain knowledgeable about store products, daily activities throughout the Museum, memberships, and other information to assist visitors with their Museum experience; provide accurate product information to customers
- Maintain merchandise displays and store appearance; dust and clean all shelves, cabinets, and products
- Assist in ensuring the selling floor is fully stocked and remains in a condition that is visually inspiring
- Remain knowledgeable about store sales goals and actively participate in achieving those goals
- Assist with annual inventory count
- Assist in setting up for special events and special sales
- Assist Store Manager in administrative activities related to store operations
- Other duties as required or directed by Store Manager
- Desirable language skills – Arabic/ English/ Chinese/ French/ Italian/ Spanish/ Russian

Qualifications & Experience

- High School Degree
- Ability to work well in a team environment, exceptional interpersonal skills
- Proactive; able to multi-task and prioritize
- Reliable and prompt
- Comfortable and competent working with numbers/figures
- Ability to safely lift up to 20kg; ability to climb ladders
- Ability to stand for extended periods of time***
- Available to work store schedule, including some evening and weekend hours
- Customer Service experience is a plus