



MUSEUM of
NORTHERN
ARIZONA

Celebrating the Colorado Plateau

Title: Retail Sales Associate

Department: Retail Shops

Status: Non-exempt, Part Time, Hourly

Supervisor: Retail Shops Manager

Position Description: The Retail Sales Associate may work in either the Bookstore or the Gift Shop, assisting visitors with purchases, stocking inventory, and providing information on the items and books representing the natural and cultural resources of the Colorado Plateau.

Major Tasks and Responsibilities:

- Welcomes Museum visitors, acting as a personal representative of the Museum in the community and as an enthusiastic advocate for Museum resources, programs and services.
- Understands and supports the Facilities department's goals of personal safety, collections safety including historic properties, customer satisfaction, and personal development. Communicates effectively and positively with Museum staff, docents, volunteers, and visitors.
- Provides information to visitors on books, jewelry, kachinas, rugs, and other items for sale in the retail stores.
- Recommends, selects and helps locate merchandise based on customer desires
- Uses cash register to ring up and record sold items
- Assists Retail Manager in inventory management
- Assists Retail Manager in stocking new merchandise and assures that inventory is kept clean and attractively displayed.
- Answers telephone calls to the Museum shops, and relays information from artists, vendors, and others
- Supports the Shops in routine cleaning
- Acts as an enthusiastic advocate and personal representative for the Museum in the community by promoting its resources, programs and services.
- Other duties as assigned.

Education and Experience Requirements:

- Two years experience working in retail environment.
- Ability to speak another language in addition to English preferred
- Coursework in fine arts, archaeology, history, geology, or related field or artistic background in fine arts, Pueblo or Navajo jewelry, rug making, pottery, photography or similar field preferred.
- Adobe Photoshop experience a plus
- Must possess knowledge of Native American art or the ability and enthusiasm to learn



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Abilities, Skills, and Knowledge:

- Experience working in a customer service capacity
- Ability to work weekends (as scheduled) and some evenings
- Familiarity with computerized cash registers and Point of Sale systems
- Trustworthiness and ability to maintain confidentiality in all professional matters.
- Ability to communicate, both orally and in writing, with staff, visitors and customers
- Comfort in dealing with the public, including children, disabled, and elderly visitors.
- Must be able to stoop, sit or stand for extended periods of time and lift 30 pounds.
- Must be able to reach displays over head.
- Must be able to handle fragile objects

Working Conditions: Generally work indoors, 28 to 32 hours per week. Some weekend and/or evening work required.

I understand and agree to the duties and expectations of my role as outlined in this job description.

Print Name

Signature

Date