



## **POSITION DESCRIPTION**

### **Retail/Guest Services Associate**

## **INFORMATION**

<b>Department:</b>	Retail and Guest Services
<b>Reports to:</b>	Retail Manager and Assistant Retail Manager
<b>Location of Work:</b>	Juneau, Alaska
<b>Employment Category:</b>	Seasonal, Part-Time
<b>Classification:</b>	Nonexempt
<b>Date:</b>	May 17, 2016

## **SUMMARY/OBJECTIVE**

The Retail/Guest Services Associate is responsible for maintaining a high level of customer service for visitors of the Sealaska Heritage Store and the Walter Soboleff Building. The position provides retail services for the Sealaska Heritage Store by greeting customers, generating sales, merchandising, developing product knowledge, and following store processes and procedures. The position also assists visitors of the Walter Soboleff Building by providing information, collecting admission fees, and monitoring the orderly operation of the retail store, exhibit, and clan house as directed by the supervisor.

## **ESSENTIAL FUNCTIONS**

1. Greets customers and visitors, including answering phones and directing inquiries to the appropriate person.
2. Develops and maintains knowledge of the Walter Soboleff Building, clan house and exhibits, store products, events, and promotions.
3. Issues visitor passes to the clan house and exhibit.
4. Receives and processes all payments according to standard procedures.
5. Completes, processes, and maintains applicable paperwork and records.
6. Assists in the opening and closing of the store, including cash handling.
7. Assists in floor moves, merchandizing, display maintenance, and store housekeeping.
8. Follows shipping and handling policies and procedures.
9. Participates in trainings to enhance practices, procedures, and team building.
10. Performs cleaning duties as assigned daily.
11. Performs security checks and theft prevention.
12. Other duties as assigned.

## **COMPETENCIES**

- Excellent customer service skills
- Excellent oral and written communication skills
- High degree of initiative
- Organizational skills
- Time management skills

## **SUPERVISORY RESPONSIBILITY**

*The position has no supervisory responsibilities.*

## **WORK ENVIRONMENT**

This position's duties are performed at the Walter Soboleff Building. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

## **PHYSICAL DEMANDS**

While performing the duties of this position, the employee is regularly required to talk and listen. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, and climbing all day. The employee must frequently lift and/or move objects up to 20 pounds and occasionally lift and/or move objects up to 50 pounds.

## **POSITION TYPE AND EXPECTED HOURS OF WORK**

This position regularly requires long hours and frequent weekend work.

## **TRAVEL**

No travel is expected for this position.

## **REQUIRED EDUCATION AND EXPERIENCE**

- Student in good standing of a local school district; or
- High school diploma or equivalent

## **PREFERRED EDUCATION AND EXPERIENCE**

- Cashier experience
- Experience in general record keeping and assisting the public



- Cardiopulmonary Resuscitation (CPR) certification
- Knowledge of Alaska Native cultures

### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

