



JOB DESCRIPTION

TITLE: Retail Sales Associate

EMPLOYMENT

CATEGORY: Hourly, Non-Exempt / Part-time (up to 25 hours/week)

DATE CREATED/

MODIFIED: March 1, 2017

REPORTS TO: Retail Manager

POSITION SUMMARY:

The Retail Sales Associate is responsible for building relationships with retail customers and visitors to Historic Annapolis's retail and Museum site locations. The Retail Associate focuses on increasing profitability through excellent customer service, efficiency in merchandise receiving, enhancing the store's visual display and acting as an ambassador to inform and educate customers/visitors.

MAJOR RESPONSIBILITIES AND REQUIREMENTS:

- Greets customers/visitors as they enter the store and builds a rapport to discover the appropriate information that may best serve the customers/visitors needs.
- Responds effectively and knowledgeably to questions from customers/visitors regarding merchandise, local tourist information, Historic Annapolis (HA) sites, membership, events and volunteer opportunities.
- Builds sales through product introductions and recommendations to include promoting HA special sites/events (Candlelight Tour, Ghost Tours, Hogshead, William Paca House).
- Performs accurate POS retail sales processing, event and membership sales through two software platforms (Counterpoint and Altru) to balance the day's business in the appropriate manner.
- Responsible for all opening and closing procedures, banking duties, securing the building and securing secondary sites, such as the Warehouse exhibit building.

- Performs store maintenance, supplies restocking, dusting, and merchandise integration and display activities to optimize the appearance of the retail sales floor and all merchandise.
- Processes receiving shipment accurately, reporting damages, restocks merchandise and maintains back stock rooms in excellent order.
- Able to lift occasionally up to 25 LB, stand for an extensive period of time and use stairs.
- Monitors sales floor to prevent loss and records product damages appropriately.
- Prepares customer purchases for UPS shipping as needed and insures items in transit if warranted.
- Assists with annual inventory.
- Participates in all aspects of setup/breakdown and staffing of HA events in support of the organization as requested and needed.
- Able to work weekends and holidays
- Assists in creating merchandising and staffing displays at HA functions as requested.
- Monitors the exhibit areas to check the function of audio/visual devices, security and condition of exhibit components and restocks supplies in interactive exhibit areas.
- Records attendance of Museum Store and assists with administrative paperwork
- Understands and promotes the financial success of Historic Annapolis by introducing exhibits as donation supported and introducing the retail operations as mission based retail that supports our preservation and education programs.
- Assists with tours of exhibits in the associated Museum
- Other duties as assigned by the retail manager

JOB SKILLS, KNOWLEDGE AND EDUCATION:

- College preferred, high school or G.E.D. essential.
- A minimum of one year of work experience in retail or customer service position.
- Dedicated commitment to the philosophy and mission of Historic Annapolis.
- Excellent customer service abilities, accuracy, enthusiasm and productive work ethic.
- Effective oral, written and interpersonal communication skills.
- Effective knowledge of HA properties and programs as well as Annapolis tourism and restaurants.
- Ability to deal tactfully and effectively with a diverse population of customers/visitors and staff.
- Demonstrated organizational and time management skills.
- Proficiency in POS system operation.
- Ability to follow policies, procedures and instructions to accomplish assigned tasks accurately and appropriately.
- Demonstrates a desire and ability to function as a team player, including working a flexible schedule, including evenings and weekends to accommodate the needs of Historic Annapolis.