

## Anchorage Museum Association

Title: SALES ASSOCIATE

FLSA Status: Non-exempt

Prepared Date: May 2006

Reports To: Shop Manager

Approved By: Museum Director

Approved Date: May 2006

### ***Summary Position Statement:***

Under general supervision of the Shop Manager, this position has the responsibility to be active in all tasks associated with sales and customer service in the Anchorage Museum Shop to include stocking of merchandise and replenishing of displays. Will work with the Enterprise Director to oversee inventory levels in selected departments and will assist with special projects.

### ***Essential Duties and Responsibilities:***

- Acute awareness to the needs of visitors in the Anchorage Museum Shop with assistance in viewing, locating, and purchasing of Shop merchandise. Emphasis on the best in customer service.
- Oversees sales station when a Shop Volunteer is unavailable.
- Stocks and replenishes merchandise in displays throughout the day.
- Maintains inventory reports on selected departments and makes recommendations for future orders.
- Provides assistance to Shop Volunteers in the operation of the computerized sales system and with general Shop information.
- Responsible for all aspects of Opening and Closing procedures on the point-of-sale system and in the Shop.
- Keeps Shop Staff up-to-date on customer concerns and needs.
- Performs other duties as assigned.

### ***Knowledge/Skills/Qualifications:***

- Familiarization with merchandise produced and created for Alaska markets.
- Knowledge of Alaska history and Native cultures.
- Ease and experience in using computer technology.
- Friendly and accommodating personality in working with customers and Museum Staff.
- Ability to work independently.
- Interest in the activities planned at the Museum.

***Qualifications:***

- Require two years of retail sales experience.
- Prefer one year experience as a Volunteer in the Anchorage Museum Shop.

***Employee Expectations:***

As an AMA employee, the incumbent is expected to model the following traits:

- Foster and maintain open communication and collaboration and actively engage in the exchange of ideas and maintaining constructive relationships.
- Utilizes initiative and creativity in all aspects of the position.
- Lead by example by maintaining a high standard of professional ethics and conduct at all times.
- Treat everyone with dignity and respect at all times.
- Support and uphold the policies, procedures of the AMA as directed by the Museum Director and Board of Directors.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

***Physical Demands:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear. The employee is regularly required to stand; walk; and occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

***Work Environment:***

The work environment characteristics described here are typical of an office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.