

## Position Description

Position Title: Retail Assistant (2 positions)

Reports To: Director of Retail

Type of Employment: Part-time (24 – 36 hours per week)

Work Schedule: Flexible including weekend availability and special events

Status: Hourly (Non-exempt, eligible for over time)

### **Position Summary**

Tohono Chul seeks a team-oriented Individual who will thrive in a fast-paced environment and who is well-suited to working collaboratively with staff and volunteers. We're looking for a friendly, passionate professional with experience in retail sales and customer service. Responsible for greeting and answering questions, processing payments and making change for the Park's external and internal customers. This position requires work on weekends, occasional evenings, nights and holidays.

### **Essential Duties and Responsibilities**

- Ensure excellent retail experiences to customers.
- Greet customers courteously and help them to have the best experience while visiting the gardens.
- Open and close store and prepare daily reports for manager.
- Process sales transactions using the POS (point-of-sale) register.
- Receive money for purchases and accurately calculate customers change if any.
- Receive, process, organize and display merchandise in the shops.
- Receive, maintain, manage and organize merchandise on the shelves and tables.
- Maintain the visual look of the store; cleaning, arranging, stocking the merchandise.
- Supervise volunteer staff on a daily basis – train on cash handling and housekeeping.
- Understand and speak about the philosophy of the shops and the mission of the Park.
- Answer Park telephones, answer questions and distribute calls as needed.
- Be informed about new exhibits in galleries and on the grounds.
- Encourage membership through sincere interest in the Park.
- Occasional support for various trunk sales and events.
- Other duties as assigned.

### **Knowledge, Skills and Abilities**

- Requires a great deal of people or customer service skills.
- Must be an honest individual with integrity.
- Ability to be proactive, initiative, enthusiastic and flexible on the job.
- Able to work independently and prioritize multiple tasks.
- Able to follow oral and written instructions.



- Able to work effectively with a team.
- Willingness to work evenings, weekends and holidays.

### **Minimum Qualifications**

- Two years' experience in a retail environment.
- Two years' cash handling experience.
- Basic understanding of inventory processes.
- High school diploma or equivalent.
- Must meet all physical requirements and be able to take direction.

### **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 stand, walk, bend, kneel, stoop, and crouch all day. The employee must be able to talk and hear and be able to visually read a computer or merchandise labels. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, anything greater should be done with assistance.

### **Work Environment**

The work environment characteristics described here are 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. While performing the duties of this job, the employee is regularly exposed to long periods of standing or sitting. This is a retail environment and uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The employee is occasionally exposed to working outdoors for special events. The noise level in the work environment is usually moderate.

### **To Apply**

Submit resume and cover letter via email to:  
Human Resources – [humanresources@tohonochul.org](mailto:humanresources@tohonochul.org)