



POSITION DESCRIPTION

Title: Retail Clerk

Reports To: Retail Gift Store Manager

FLSA Classification: Non-Exempt

Approved By: IT & Operations Director and Human Resources Manager

Effective Date: May 2019

POSITION SUMMARY

A Retail Clerk sets the tone for each guest who visits the Evergreen Aviation & Space Museums (EASM) Retail Gift Store. Operates a point-of-sale (POS) system with cash register and processes various transactions. This position requires an effective communicator who can provide outstanding service to internal and external customers by demonstrating respect, courtesy, and empathy.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Greets guests in a welcoming manner and applies outstanding service to all internal and external customers each work day.
- Provides accurate and helpful responses to guest questions by staying informed on EASM discounts, coupons, promotions and events, locating store items.
- Responds calmly and professionally to guest concerns and complaints by taking corrective actions by policy or procedure or to refer them to supervision when needed.
- Operates a tablet-based point-of-sale (POS) system and is able to process all transactions efficiently by:
 - Handles large amounts of cash and credit card transactions accurately and ethically
 - Performs all daily opening, operating, and closing procedures within established guidelines, including reconciling daily deposits, completing paperwork neatly and accurately, and balancing register at end of shift
 - Secures register throughout shift
- Assists with restocking items and maintaining store cleanliness.
- Assists with store opening and closing duties.
- Assists with special events within the store and throughout EASM campus.
- Ensures proper procedures are followed with cash handling, cash transactions and bank deposits.
- Processes photo orders; records, prints and e-mails photos.
- Adheres to all EASM policies and procedures.
- Communicates effectively with guests, docents, admissions and other staff, as well as campus management and VIP visitors.
- Maintains the highest standards of safety possible while providing a safe, fun, and clean environment.
- Performs other duties as assigned.

QUALIFICATIONS

- A high school diploma or GED is required.
- Requires three (3) months of retail and/or cash handling experience.
- Any combination of experience and education will be considered in lieu of meeting exact qualifications.
- Ability to obtain an Oregon Liquor Control Commission (OLCC) card within thirty (30) days of hire.

- Must be at least 18 years of age to sell and serve alcohol.

KNOWLEDGE, SKILLS, AND ABILITIES

- Outstanding customer service focus in interacting with internal and external customers during the course of performing in the position
- Experience in or ability to cashier on a point-of-sale register making cash and credit transactions
- Ability to follow and make correct decisions within established procedures, especially regarding cash handling and credit card transactions
- Ability to perform duties with and without supervision
- Ability to handle moderate periods of complex work in dealing with regular and irregular work situations, emergency situations, and diverse personalities
- Ability to perform a variety of tasks concurrently in a demanding environment
- Demonstrates high-level of confidentiality and trustworthiness in dealing with various situations
- Good analytical thought process, including problem solving and decision-making skills and abilities
- Good interpersonal and communication skills, in person, in writing, and over the phone
- Demonstrated responsibility for accuracy and timeliness for work performed
- Ability to work a variable schedule to include weekends, holidays and some evenings.

PHYSICAL DEMANDS

- Frequently works on a computer, including reading/viewing from a monitor
- Constantly uses hands for grasping and holding objects that are necessary for performing in your position (for example: mouse, phone, pen/pencil for writing, files, clipboard, etc.)
- Constantly performs physical activity that requires walking and/or standing
- Often performs physical activity that requires climbing and/or twisting
- Often performs physical activity that requires bending, stooping, reaching, and kneeling
- Often performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 50 pounds in place or across a distance with or without supportive devices
- Sometimes performs physical activity that requires pushing, pulling, lifting, and/or carrying up to 10 pounds in place or across a distance with or without supportive devices
- Rarely performs physical activity that requires pushing, pulling, lifting, and/or carrying over 10 pounds in place or across a distance with or without supportive devices
- Sometimes exposed to a variety of cleaning chemicals and in and around dust, fumes, and odors

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.