POSITION ANNOUNCEMENT

Retail Sales Associate

Lowell Observatory is seeking a temporary Retail Sales Associates. Lowell Observatory’s Steele Visitor Center welcomes over 80,000 visitors annually. The Retail Sales Associate contributes to the Lowell visitor’s overall experience through providing exceptional service to each and every customer. This position is temporary through August, with the possibility of becoming permanent at the end of the summer season. This position reports to the Retail Supervisor.

RESPONSIBILITIES

• Provide excellent customer service
• Be capable of engaging and interacting with customers
• Encourage visitors to purchase memberships and merchandise
• Perform tasks necessary to open and close the gift shop and visitor center, including turning alarm on and off, counting cash, turning registers on and off, etc.
• Restock merchandise on a daily basis as well as throughout the day as needed
• Become fluent in POSIM i.e. ringing in admissions, specials, gift shop sales, any other register transactions
• Become knowledgeable about where items are located physically and how to find them in the Point of Sale system
• Become knowledgeable about all products we carry i.e. telescope, binoculars, book, etc.
• Check email, website and “Take 5” daily in order to have complete understanding of public program-related activities going on at Lowell Observatory
• Communicate information about daily public program happenings to visitors and staff
• Answer phone and be able to answer caller’s questions or direct them to correct person and/or provide contact information
• Maintain cleanliness and organization of gift shop on a daily and weekly basis
• Maintain cleanliness of visitor center lobby and restrooms throughout the day (i.e. pick up paper towels and tissue off bathroom floor and place in the trash) and restock paper products when necessary
QUALIFICATIONS AND EXPECTATIONS

- Ability to work varied hours/days including nights, weekends and holidays.
- Demonstrate effective sales technique
- Demonstrate a high level of integrity in the proper processing of customer transactions
- Candidates must possess basic math skills
- Demonstrate cash handling experience
- Willingness and ability to learn
- Must enjoy interacting with people
- Strong communication abilities
- Strong attention to detail
- Reliability
- The position requires standing, walking, bending, climbing throughout the entire work day and the ability to lift, stack and maneuver objects.
- Applicants must pass a background check

EXPERIENCE AND EDUCATION

High school diploma required. Experience in retail sales is a plus, but not necessary.

Status: Part Time, Temporary
Hours: Part Time flex
FLSA Classification: Non-Exempt
Compensation Type: Hourly
Compensation: $9.50/hr
Benefit Eligible: No
Location: Lowell Observatory’s Mars Hill Campus- Flagstaff, AZ

Please complete an application (http://www.lowell.edu/about_jobs.php) and send it with a resume, letter of interest addressing your qualifications and phone numbers and e-mail addresses of three references to the email address listed on the Lowell application. Posting open until filled, first round of review on April 16th 2015.

Lowell Observatory is an Equal Employment Opportunity/Affirmative Action employer and provides equal employment opportunity to all persons without regard to race, color, religion, sex, national origin, age, genetic information, disability, veteran status, political beliefs, sexual orientation, and marital and family status.

Lowell Observatory provides reasonable accommodations to applicants with disabilities. This nonsmoking campus is at an elevation of 7,000 ft/2100m. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

VERSION April, 1 2015/HR