POSITION ANNOUNCEMENT
Retail Sales Associate (Temp)

Lowell Observatory’s Steele Visitor Center welcomes over 80,000 visitors annually. Lowell is seeking Retail Sales Associates. The Retail Sales Associate contributes to the Lowell visitor’s overall experience through providing exceptional service to each and every customer. This position reports to the Retail Sales Supervisor.

RESPONSIBILITIES

- Provide excellent customer service
- Enjoy engaging and interacting with customers
- Encourage visitors to purchase memberships and merchandise
- Perform tasks necessary to open and close the Rotunda, 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.
- Participate in annual physical inventory
- Check email, website, “Take 5” and other relevant resources daily in order to have complete understanding of public program-related activities going on at Lowell Observatory
- Attend monthly public program staff meetings
- 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
- Perform other duties as assigned which may include: organizing, training new associates, promoting and updating social media campaigns, managing staff tabs, IOUs, etc.
QUALIFICATIONS AND EXPECTATIONS

- Excellent interpersonal skills and strong communication abilities
- Must be outgoing, personable, energetic, and enthusiastic
- Weekend and evening hours required
- Must be punctual, articulate, and present a professional image to the general public
- Ability to process transactions efficiently
- Demonstrate effective sales technique
- Process transactions with a high level of integrity
- Candidates must possess basic math skills and have cash handling experience
- Applicants must pass a background check

EXPERIENCE AND EDUCATION

High school diploma required. Bachelor’s degree in Business or Merchandising is preferred. Experience in retail sales is a plus, but not necessary.

WORKING CONDITIONS

Ability to lift, stack and maneuver objects. This position requires long periods of standing, walking, bending, stretching, reaching, climbing, and lifting (under 50 lbs).

Status: Part Time, Temporary
Term: Spring-Summer 2016; possibility of extension
Hours: Part-time, flexible. Hours can increase to as many as 40 hours per week during summer months. Must be regularly available weekends and evenings.
FLSA Classification: Non-Exempt
Compensation: $9.50/hour
Benefit Eligible: No
Location: Lowell Observatory’s Mars Hill Campus- Flagstaff, AZ

Please complete an application found on our website (http://lowell.edu/about/employment/) 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.

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 March 1, 2016/HR