

JOB TITLE:	Sales Associate
DEPARTMENT:	History Market
REPORTING RELATIONSHIP:	Manager, History Market
EMPLOYEES SUPERVISED:	N/A
FULL/PART TIME:	Part-time/Work Study
FLSA STATUS & PAY GRADE:	Nonexempt

POSITION PURPOSE:

This position is responsible for providing excellent customer service to History Market customers and Indiana Historical Society (IHS) visitors. Sales Associate is responsible for daily walk-in sales, phone orders, website orders and assisting with offsite orders.

ESSENTIAL FUNCTIONS:

1. Greet and assist customers/visitors within the History Market.
2. Handle phone questions, requests, and orders in a timely and professional manner.
3. Point of sale (POS) operations including basic sales, phone orders, website orders, shipping, opening and closing procedures and deposits according to policy.
4. Knowledge of weekly and monthly events and programs as well as all sales goals.
5. Maintaining the store's appearance and inventory with high aesthetic and organization standards.
6. Promoting and selling Indiana Historical Society memberships.
7. Assist Manager, History Market with inventory management, customer suggestions, key item out-of-stocks and issues.
8. Assist Manager with special projects such as off-site sales (conventions), Author Fair, Circus Day, book signings, receiving and displaying new merchandise and processing.
9. Perform other duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:

1. Ability to exercise excellent customer service and highly diverse public service skills.
2. Basic computer skills; proficient with Microsoft Office Suite as well as basic office equipment.
3. Strong verbal and oral communication skills
4. Detail oriented, with the ability to manage multiple tasks at one time.
5. Ability to handle cash and make appropriate change.
6. Self-starter with the ability to read and follow directions and work with minimal supervision.
7. Flexibility to work an adjusted work schedule which will include weekends and occasional evenings and holidays.

PHYSICAL REQUIREMENTS:

Physical Movement – Stooping, Bending, Kneeling, and Crouching In order to reach & pick up items

Standing – Ability to stand for prolonged periods of time

Strength – Ability to lift & carry items weighing up to 35 pounds

Wrist & Visual Stamina – Ability to type and focus on a computer screen for prolonged periods of time

(Incumbent must be able to meet physical requirements with or without reasonable accommodations. Reasonability of requested accommodation is to be determined by IHS on a case-by-case basis, in accordance with the ADA.)

QUALIFICATIONS:

MINIMUM: 1 year customer service

Part-time

This position will typically be 8-14 hours (2 shifts) per week. Pay is \$14/hour. Benefits include free parking, staff discounts in the Basile History Market and the Stardust Café, reciprocal benefits at other cultural institutions in Indianapolis, access to retirement plan, supplemental insurance plans and employee assistance program.

Applications

Please send a cover letter and resume to: Human Resources, Indiana Historical Society, hr@indianahistory.org Applications will be accepted until the position is filled.