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| **Indiana Historical Society**  **Job Description**  July 2018  *41.2031.01* | P:\Logos\We Do History\We Do History - BLANK - Blue 293 - Black - CMYK.jpg |

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| **Job Title:** | Sales Associate |
| **Department:** | History Market |
| **Reporting Relationship:** | **Manager, History Market** |
| **Employees Supervised:** | N/A |
| **Full/part time:** | Part-time |
| **FLSA Status & pay grade:** | Nonexempt B |

**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. This position works with the History Market Manager as well as security, maintenance, welcome center staff and IHS Wholesale/Press division.

**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), History Train, 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, teamwork, and highly diverse public service skills.
2. Excellent computer skills; proficient with Microsoft Office Suite as well as basic office equipment.
3. Strong verbal and oral communication skills and the ability to communicate diversely.
4. Detail oriented, with the ability to manage multiple tasks at one time.
5. Ability to provide information in a clear and concise manner.
6. Ability to handle cash and make appropriate change.
7. Self starter with the ability to read and follow directions and work with minimal supervision.

**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 50 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: High school diploma or GED. Demonstrated customer service skills. Flexibility to work an adjusted work schedule which will include weekends and occasional evenings and holidays.

**Part-time**

*This position is limited to 20 hours/week and will likely be 8-10 hours per week. Pay is $10/hour.* This position must be able to work Saturdays. No group health or dental benefits are provided for this position. Other benefits include free parking, staff discounts in the Basile History Market and the Stardust Café, reciprocal benefits at other cultural institutions in Indianapolis.

**Applications**

Please send a cover letter and resume to: Human Resources, Indiana Historical Society, [hr@indianahistory.org](mailto:hr@indianahistory.org) or Fax: 317-233.0857. Applications will be accepted until the position is filled.