

## PLIMOTH PLANTATION JOB DESCRIPTION



**Department:** Retail Operations  
**Job Title:** Sales Associate  
**Reports to:** Museum Shop Supervisor  
**FLSA Status:** Nonexempt  
**Position:** Full -time, seasonal  
**Supervises:** None

### POSITION SUMMARY

Sales and friendly customer service, respond to customer inquiries, assist customers with locating the appropriate items, operate cash register (computer), provide change, handle transactions, package items, restock shelves and general housekeeping.

### RESPONSIBILITIES

- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- Will support the Museum's mission, vision, core values and customer service.
- Maximize sales potential by assisting customers with locating the appropriate products and suggesting items that might be of interest.
- Process transactions.
- Package items appropriately.
- Working independently and with supervisor, arrange merchandise in a manner consistent with our merchandising plan.
- Restock merchandise as needed.
- General housekeeping: dusting, cleaning glass (displays and products), polish jewelry; maintain an overall attractive shop appearance.
- If closing shop: Generate end-of-day reports, prepare end-of-day paperwork, close out credit cards and prepare bank deposit.
- Develop familiarity and knowledge of product mix. Use knowledge of products, museum programs and of the Plymouth area to assist our guests.
- Order product from stockroom as needed. Check in orders. Open and close the shop as scheduled.
- Thanksgiving Day is an "All-Hands On" day.

**This description focuses on the primary duties of the position.  
It is not designed nor intended to include all duties inherent  
in satisfactory performance of the position.**

### QUALIFICATIONS

Must be able to comprehend written and oral instruction and follow directions.

## **PHYSICAL REQUIREMENTS**

The employee is required to sit, stand, crouch or kneel and lift up to 20 pounds. Employee is required to handle products of varied materials, some breakable. It may be necessary to use a stool or ladder while placing objects throughout the store.

## **REQUIRED SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The skills, knowledge, abilities and personal characteristics that are essential to this job are:

- Reliability, dependability and punctuality.
- Patience and imperturbability.
- Excellent interpersonal skills are essential. A good sense of humor will help to keep everything in perspective.
- Ability to follow simple directions.
- Attention to detail.
- Personal accountability.
- Being courteous.
- Honesty.
- Ability to work safely.
- Possess a great degree of dexterity.
- Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.
- Ability to communicate skillfully with people of varying ages, language skills and physical abilities.
- Ability to interpret and apply the information you learn.
- Fluency in English, strong verbal skills, and ability to communicate clearly and engagingly with guests and colleagues.
- Ability to communicate effectively in writing is essential.
- Assume leadership role in initiating and advancing team programming.
- Capacity to analyze, synthesize and accurately discuss varied primary and secondary historical sources, both documentary and material.
- Ability to work independently, without direct supervision.

## **CORE COMMITMENT**

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Plantation advance the museum's educational mission and strategic goals; they uphold the museum's core values and principles in their work and in all their interactions with the public and coworkers. This commitment helps to ensure that Plimoth's reputation for excellence is maintained and that we, as stewards of the museum, are helping to create a relevant and sustainable future for Plimoth Plantation. The core principles that guide us in our work are:

- **Safety and Comfort:** Conduct yourself and your work at all times in a manner that helps to ensure the safety and comfort of all guests, staff, animals and museum property.
- **Compassionate Customer Engagement:** Plimoth Plantation exists to serve the public. It is their interest, goodwill and generosity that support the museum's mission. Each and every one of us commits to consistently provide our guests with the museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** We believe in continual improvement and we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- **Practice Personal Accountability:** Within the scope of your position, be personally accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for yourself and your colleagues.
- **Advance a Culture of Philanthropy:** In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. Philanthropy strengthens and sustains the Museum. As a 501(c)(3) charitable organization, it is essential that staff at all levels of the organization understand Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals.
- **Teamwork:** We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every team member has the opportunity to contribute to the success of the team.

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