



# AMERICA'S CAR MUSEUM

## RETAIL SALES CLERK POSITION DESCRIPTION

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<b>EFFECTIVE DATE:</b>	<u>5/7/2024</u>	<b>DEPARTMENT:</b>	<u>Retail Store</u>
<b>FLSA CLASS:</b>	<u>Non-Exempt</u>	<b>DRIVING CLASS:</b>	<u>Not Required</u>
<b>FTE STATUS:</b>	<u>Part-Time Position</u>	<b>BENEFITS:</b>	<u>Based on FTE Status</u>
<b>REPORTS TO:</b>	<u>Retail Store Manager</u>		
<b>SUPERVISES:</b>	<u>None</u>		

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### GENERAL SUMMARY:

This position provides retail sales assistance to guests, staff, and volunteers, ensuring that all sales needs are met in a timely manner. This position assists the Retail Manager (RM) and Retail Lead (RL) in providing optimal retail and guest service.

### PRIMARY OBJECTIVE

This position, along with the RM and RL, oversees the day-to-day operations of the store; assists in building and retaining a high performing and diverse workforce for the store; assists in communicating, inspiring and leading LeMay – America's Car Museum (ACM)'s vision and strategy to the store team; assists the store team to meet net income and sales goals, per Operations and Guest Service objectives; assists with overall guest service and merchandise presentation; and maintains professional working relationships with Museum staff and volunteers.

### KEY RESPONSIBILITIES:

#### Leadership

1. Hold self-accountable to all ACM standards of performance and behavior.
2. Resolve sales and service issues in partnership with the RM and RL.
3. Provide optimal guest service.
4. Assist the RM and RL in opening and closing operations.
5. Build strong relationships with team members and foster interdepartmental relationships to align and support execution of business initiatives, goals, and growth.
6. Actively pursue opportunities to promote self-development.
7. Comply with museum personnel policies.

## **Financial**

1. Support team to achieve store sales goals.
2. Achieve individual sales goals and other statistical expectations assigned by the RM and RL.
3. Consistently look for methods to maximize store sales.
4. Accurately handle cash and ensure completion and accuracy of all register transactions.

## **Operations**

1. Execute and maintain all visual presentation directives as communicated by the RM and RL.
2. Participate in ACM initiatives and ensure sustainability.
3. Respond appropriately to all communications in a timely manner.
4. Perform daily tasks such as cleaning, store recovery, and merchandise placement.
5. Follow Loss Prevention procedures and requirements.
6. Work schedules as assigned.

## **Guest and Museum**

1. Consistently demonstrate ACM core values.
2. Maintain full knowledge of the museum's building and its programs.
3. Ensure a clean, organized, and safe environment for guests to shop in.
4. Support Guest Services by informing guests of museum policies and answering guests' questions.
5. Assist with evacuation procedures in the situation of an emergency condition.

## **QUALIFICATIONS:**

This is an entry level position. The incumbent for this position must be at least 17 years of age, have achieved knowledge of at least 3<sup>rd</sup> year level in high school, and customer service or retail sales experience is desired. Additional relevant education or experience may be substituted one for the other, on a year for year basis.

Additionally, incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references.
2. The skills and ability to function as part of a team environment positively and professionally.
3. Experience operating point of sales computer equipment.
4. The social skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types always.
5. The ability to work varied shifts as needed and maintain a flexible schedule, able to work weekends.

**Preferred Qualifications:**

1. Experience with Epos point of sales (POS) equipment.
2. Customer service experience in a cultural attraction or high-volume retail establishment.
3. Experience meeting and exceeding internal sales goals.
4. Cash handling and reconciliation experience.
5. Experience with visual merchandising, sales initiatives, and processing of incoming product.

**WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Retail Sales Lead is frequently required to stand, walk and use hands to finger, handle or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.

This position requires frequent lifting and/or moving boxes and products up to 30 pounds.