

Title: Retail Clerk I/II

Department: Retail Sales

Hours of Work: Varies

Category: Seasonal

Status: Non-Exempt

Reports to (Supervises/Liaison): Retail Manager or Retail Supervisor

SUMMARY

Responsible for selling merchandise in a retail gift shop; at the II level, functions as a lead retail clerk over lower level clerks during a shift and is responsible for restocking of merchandise.

JOB DUTIES

Retail Clerk I:

- Performs customer purchasing transactions for retail items, gifts or pieces of art in a shop setting; explains characteristics and origin of items to customers.
- Actively promotes merchandise and offers all customers prompt service; wraps merchandise purchases for mailing on request; maintains a friendly, knowledgeable and courteous demeanor at all times.
- Assists with various levels of merchandising such as inventory, stocking, displaying, pricing, etc.; assists with opening or closing procedures.
- Operates cash register; makes and records cash receipt transactions; assumes all responsibility for gift shop bank/till.
- Keeps retail space neat and orderly; assists with sales products being properly and neatly displayed and stocked; assists with hauling supplies to/from retail location. Maintain bathrooms cleanliness on a regular basis.
- Familiarity with gift shop merchandise artists and vendors, knowing details of merchandise to facilitate sales; cash handling skills.

- Retail Clerk II:

In addition to performing the above duties –

- Opens or closes a shop during the absence of the Retail Supervisor or Retail Manager; assigns, schedules and checks work on a daily basis; and/or balances tills of subordinates. Train as needed.
- Performs other incidental and related duties as required and assigned.

NECESSARY SKILLS AND KNOWLEDGE

- Excellent communication and customer service skills.
- Ability to learn, understand, and follow verbal and/or written instructions/directions.

- Skill in establishing and maintaining cooperative working relationships with other employees.
- Ability to work directly with the public, providing information and assistance on a daily basis.
- Ability/willingness to learn and pass on to customers those areas of interest to visitors, including knowledge about the animals, local history, people, culture, geography, etc.

MINIMUM QUALIFICATIONS (education, experience, skills)

- High school diploma or equivalent, AND
- Three (3) months retail sales or cash transaction experience.
- Six months customer service experience.
- Retail Clerk II level, requires nine (9) months of retail sales or cash handling experience & one year of customer service.

PREFERRED QUALIFICATIONS (education, experience, skills)

- Current CPR and first aid certificates; drug testing may be required.
- One year retail experience with proven sales skills.

WORKING CONDITIONS

Constant standing with public interaction and communication; must be able to lift/move up to 50 pounds. The environment is very dusty with a need for constant cleaning. This is a non-smoking facility with outside-smoking areas.

ACKNOWLEDGMENT STATEMENT

All employment with Alaska Wildlife Conservation Center is "at will." This means that the employee or Alaska Wildlife Conservation Center may terminate employment at any time and for any reason. Management has the exclusive right to alter this job description at any time without notice. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, nor is it intended to be an employment agreement or contract.

While this job description describes the essential functions and qualifications of the position described, it is not intended to serve as a comprehensive list of all the duties performed by all employees in this job. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-related duties.

By signing below you are indicating that you have read this job description and understand the duties and qualifications for the job, that you have received a signed copy, and that your supervisor has discussed the job duties and expectations with you.

Employee Printed Name

Employee Signature

Date

Supervisor Printed Name

Supervisor Signature

Date