

## **JKHC Gift Store Sales Clerk Job Description**

**Summary:** The gift store sales representative sells retail products, including consignment items and ticket sales for the exhibit hall in the Jilkaat Kwaan Heritage Center. Sales representatives work with customers to find what they want, answer any questions customers may have, and ensure a smooth and efficient sales process. In addition to retail duties, it is important to make sure areas in the Center—including restrooms are clean and fully supplied prior to the start of each tour, in between tours, and periodically throughout the work day.

### **Duties and Responsibilities:**

- 1.) Communicate with customers to sell products;
- 2.) Perform computerized cash register sales transactions management using the; Square App on an iPad;
- 3.) Process payments in terms of cash, checks and credit cards;
- 4.) Work with gift shop manager to ensure inventory is correct;
- 5.) Greet customers as they walk in, states rules of no food or drink in area, as well as photography;
- 6.) Gift shop personnel may be required to accompany guests into the exhibit gallery to ensure the safety of exhibit items;
- 7.) Cleans and restock restrooms, clean windows & doors, sweep/dust mop the lobby, vestibules and generally tidy surrounding areas;
- 8.) Print Daily Sales Receipt from Square to place in “Sales Daily” bank pouch at end of the day.

### **Knowledge, Skills and Abilities Required:**

- Knowledge of cash management;
- Basic understanding of sales principles and customer service practices;
- Able to operate iPad;
- Knowledge of mathematics;
- Familiarity with inventory procedures;
- Able to communicate effectively—both orally and in writing;
- Count the day’s money transactions at the end of the day;
- Assist in setting up display cases;
- Stock shelves;
- and working knowledge of Tlingit culture.

### **Working Conditions:**

- Whenever possible, wear traditional Tlingit apparel such as vest with complimentary clothing such as black pants and shirts of matching or complementary color;
- Must practice good personal hygiene,
- Standing and/or walking for more than 8 hours a day;
- and interacting with people the entire work day in a polite, helpful, and courteous manner.