



HISTORIC MISSION SAN JUAN CAPISTRANO MISSION STORE SALES ASSOCIATE

SUMMARY:

The Mission Store Sales Associate is a non-exempt, at-will position working in the Mission Store of Mission San Juan Capistrano. Under the direction of the Operations Manager, the Mission Store Sales Associate is responsible for sales transactions and customer service of the retail operations. The primary goal is to make the retail business a dynamic and profitable operation.

REPORTS TO: Operations Manager

SUPERVISION RECEIVED AND EXERCISED: Receives direction from the Operations Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Typical duties may include, but are not necessarily limited to the following:

- Follows policies and standards on all operational and customer service issues, including sales techniques, transactions, reports, handling of merchandise, special orders, mail orders, and handling of cash and returns.
- Provide each guest with outstanding customer service by providing a friendly, helpful environment which includes greeting and acknowledging every guest, maintaining outstanding standards, and solid product knowledge.
- Maintain an awareness of product information, discounts, promotions, advertising, keep current on Mission and Store information and policies.
- Communicate with Store Manager regarding sales trends observed and guest feedback.
- Responsible for accurate cash handling and sales processing related to product, Mission admission tickets, memberships, special promotions, and other related sales utilizing established procedures to ensure safe and documented records.
- Responsible for meeting individual membership sales goals.
- Assist with displays and merchandizing, as directed.
- Assist with inventory receiving, data entry, produce and mark merchandise with bar code pricing labels, record returns or other transactions within the established policies and procedures of store and TAM Point of Sale application guidelines.
- Maintain policy standards for inventory, merchandising, and stocking.

- Stay knowledgeable and promote membership in Mission Preservation Society, Mission events and programs.
- Maintain store in pristine condition at all times, including clean floors, counters, displays, glass cases and windows, ensuring a safe, neat and professional appearance.
- Assist and support Mission Store staff with special events, promotions, special projects, and volunteer programs, as directed.
- Provide courteous information to guests, volunteers, vendors, staff, parishioners, seeking resolutions and answers to questions and issues.
- Support the Mission Store Volunteer program providing a friendly and appreciative environment.
- Support and work with Guest Services in managing traffic flow of guests, controlled school groups entering store, and any other operational needs, as observed and directed.
- Available to work during Mission signature and donor related events.
- Performs related duties and responsibilities as required.

QUALIFICATIONS:

Job Knowledge, Skills and Abilities:

- Ability to process accurate inventory and sales transactions and data entry in store point of sale application.
- Ability to support and practice safe cash handling.
- Friendly and helpful disposition towards the public, volunteers, vendors, and co-workers.
- Ability to work with a minimum amount of supervision under demanding conditions using effective problem-solving skills.
- Knowledge and understanding of Mission and local community culture.
- Excellent communication skills and ability to provide responsive and friendly customer service.
- Knowledge of and ability to establish and maintain effective working relationships with diverse individuals and groups.
- Exercise dependable and reliable work habits and ability to make independent judgment decisions within the established procedures of the Mission organization as a national landmark and Mission Store.
- Good computer application skills including point of sale systems.

EDUCATION AND EXPERIENCE:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

Education: High School diploma

Experience:

- One to two years' experience in cashier or retail customer service position; brand name retail, museum store, or destination store experience preferred.
- Previous experience with Point of Sales application and handling of cash.
- Sensitivity and appreciation of Catholic practices and appropriate items for retail sale.
- Retail experience in a cultural institution preferred but not required.

WORKING CONDITIONS:

- Working environment includes retail store/office setting on the Mission grounds including exposure to inclement weather.
- Extensive contact with the public.
- Job functions may require prolonged periods of sitting or standing; walking on uneven ground; climbing stairs; reaching or kneeling; lifting and carrying 20 to 30 pounds; and extensive computer/cash register keyboarding.
- Schedule includes weekday and weekend shifts.