



JOB OPPORTUNITY

Mission Store Sales Associate

Beautiful Mission San Juan Capistrano is seeking a professional, customer service oriented individuals to serve in this part time position. The Mission Store Sales Associate is responsible for sales transactions and customer service of the retail operations with a goal to make the retail business a dynamic and profitable operation. Candidates must be willing to work weekends and be motivated to work floor sales.

In addition, specific responsibilities include, but are not limited to as follows:

- 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 Executive Director and Store Buyer 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 a pristine condition at all times which includes clean floors, counters, displays, glass cases and windows, ensuring a safe, neat and professional appearance
- Assist and support Mission Store Supervisor 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

Mission San Juan Capistrano is an Equal Opportunity Employer

- 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.

Minimum Qualifications

- 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
- 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

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

Application Process: Submit a completed and signed application to the address listed below. Resumes may be included, but not in lieu of a signed application. Applications are available at <http://www.missionsjc.com/about/jobs/> or by calling 949-234-1308.

Mission San Juan Capistrano
 Attention: Nancy Davis, HR Director
 26801 Ortega Hwy
 San Juan Capistrano, CA 92675