Plimoth Patuxet Job Description

**Title:** Sales Associate   
**Department:** Retail Operations  
**Supervises:** N/A  
**Status:** Full-time, or Part Time Seasonal   
**Reports to:** Museum Shop Supervisor  
**FLSA Status:** Non-exempt

**SUMMARY**

Plimoth Patuxet Museums seeks a sales associate to respond to customer inquiries, assist customers with locating the appropriate items, operate cash register (computer), provide change, handle transactions, package items, restock shelves and general housekeeping.

**ESSENTIAL DUTIES and RESPONSIBILITIES**

- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- Will support the Museum’s mission, vision, core values and customer service.
- Maximize sales potential by assisting customers with locating the appropriate products and suggesting items that might be of interest.
- Process transactions.
- Package items appropriately.
- Working independently and with supervisor, arrange merchandise in a manner consistent with our merchandising plan.
- Restock merchandise as needed.
- General housekeeping: dusting, cleaning glass (displays and products), polish jewelry; maintain an overall attractive shop appearance.
- If closing shop: Generate end-of-day reports, prepare end-of-day paperwork, close out credit cards and prepare bank deposit.
- Develop familiarity and knowledge of product mix. Use knowledge of products, museum programs and of the Plymouth area to assist our guests.
- Order product from stockroom as needed. Check in orders. Open and close the shop as scheduled.
- Thanksgiving Day is an “All-Hands On” day.

This outline description focuses on the primary duties of the position. It is not designed nor intended to include all duties and responsibilities inherent in satisfactory performance of the position. Management reserves the right to revise this job description from time to time as needed.

**REQUIRED SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The skills, knowledge, abilities and personal characteristics that are essential to this job are:
- Reliability, dependability and punctuality.
- Patience and imperturbability.
- Excellent interpersonal skills are essential. A good sense of humor will help to keep everything in perspective.
- Ability to follow simple directions.
- Attention to detail.
- Personal accountability.
- Being courteous.
- Honesty.
- Ability to work safely.
- Possess a great degree of dexterity.
- Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.
- Ability to communicate skillfully with people of varying ages, language skills and physical abilities.
- Ability to interpret and apply the information you learn.
- Fluency in English, strong verbal skills, and ability to communicate clearly and engagingly with guests and colleagues.
- Ability to communicate effectively in writing is essential.
- Assume leadership role in initiating and advancing team programming.
- Capacity to analyze, synthesize and accurately discuss varied primary and secondary historical sources, both documentary and material.
- Ability to work independently, without direct supervision.

**EDUCATION and EXPERIENCE**

Must be able to comprehend written and oral instruction and follow directions.

**CORE COMMITMENT**

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Patuxet advance the Museum’s educational mission and strategic goals; they uphold the museum’s core values and principles in their work and in all their interactions with the public and coworkers. This commitment helps to ensure that Plimoth Patuxet’s reputation for excellence is maintained and that we, as stewards of the Museum, are helping to create a relevant and sustainable future for Plimoth Patuxet. The core principles that guide us in our work are:

- Safety and Comfort
- Compassionate Customer Engagement
- Professional Excellence
- Personal Accountability
- Create a Culture of Philanthropy
- Teamwork
PHYSICAL REQUIREMENTS

The employee is required to sit, stand, crouch or kneel and lift up to 20 pounds. Employee is required to handle products of varied materials, some breakable. It may be necessary to use a stool or ladder while placing objects throughout the store.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is generally sedentary in nature, but may require standing and/or walking for up to 20% of the time.
- The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.
- Work is generally performed within an office environment, with standard office equipment.

_________________________________________  ______________________________________
Employee Signature                        Date