

**TURTLE BAY EXPLORATION PARK
JOB DESCRIPTION**

Position Title: Retail Attendant **Status:** Non-Exempt
Reports To: Museum Store Supervisor
Department: Retail

I. SUMMARY

Under the supervision of the Museum Store Supervisor, the Retail Attendant is responsible for customer service and park relations along with assisting in sales. The Retail Attendant is responsible for creating a positive customer experience, adding value to the Museum Store as well as Turtle Bay Exploration Park.

II. ESSENTIAL JOB FUNCTIONS

- Maintain superior customer service and business focus with the goal of successful product sales.
- Greet guests and provide information to the public regarding interpretation of park facilities and exhibitions.
- Maintain a clean and orderly work environment.
- Accurately process sales through the point-of-sale system.
- Manage a cash drawer, count and reconcile money, and post amounts to daily balance sheet.
- Assist Museum Store Supervisor as needed.
- Inspect store buildings including doors, windows, lighting, floors, etc. to assure the building, its contents, and the premises are secure, sanitary, clean, and orderly.
- Keep the patio chairs and tables clean and orderly throughout the day.
- Lock/unlock front doors, turn on/off alarm systems and lights upon opening and closing.
- Work in a safe manner at all times. Know and understand the Work Safety Rules for the Company.
- Other duties as assigned.

III. EDUCATION AND EXPERIENCE

- Minimum of one (1) year experience working with the public in customer service environment.
- Experience working with point-of-sale cash register system or comfortable working in retail environment desirable.

IV. KNOWLEDGE, SKILLS AND ABILITIES

- Professional, outgoing communicator.
- Contributes to a positive work environment.
- Able to multi-task - for example, interact with guests while preparing orders, and/or surveying store for theft or damage.
- Able to observe, recognize, and take action to correct potentially hazardous situations whether via actions by guests or problems with equipment or displays.
- Able to greet and communicate effectively with staff, volunteers, and guests, including school-age children, young adults, and teachers.
- Must be able to work flexible hours, including weekends and holidays.

V. INSTITUTIONAL RESPONSIBILITIES

All staff members play an important role in supporting and advancing the Turtle Bay's mission and vision for our role in the community. As such, we seek candidates who will share our path to:

- Support the museum's mission to inspire wonder, exploration and appreciation of our world, and share our vision of TBEP as a vibrant gathering place where our community is strengthened through education, cultural engagement and economic growth.
- Uphold our core values in one's day-to-day work including playfulness, real-world experiences, interdisciplinary learning, community, lifelong learning, integrity, and sustainability.
- Contribute to a positive organizational culture based on respect, cooperation, professionalism and teamwork, as we strive together to achieve our mission and vision.

NOTE: These statements are intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties, and skills required of this job. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed.

VI. ENVIRONMENT AND PHYSICAL REQUIREMENTS

1. How much on-the-job time is spent in the following physical activities?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Standing				X
Walking			X	
Sitting		X		
Talking, Hearing				X
Feeling, Fingering, Grasping				X
Climbing, Balancing		X		
Crouching, Crawling, Kneeling		X		
Reaching with Hands and Arms			X	
Tasting, Smelling		X		

2. Does this job require that weight be lifted or force be exerted?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Up to 10 pounds			X	
Up to 50 pounds			X	
Up to 100 pounds		X		
More than 100 pounds	X			

3. Does this job have any special vision requirements?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Looking at CRT				X
Color Vision (identify and distinguish colors)		X		
Peripheral, Depth Perception		X		
Ability to Adjust Focus		X		

4. How much exposure does this job have to the following environmental conditions?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Blood, Body Fluid		X		
Toxic Chemicals		X		
Moving Parts		X		
Electrical Shock Risk		X		
Explosives	X			
Fumes	X			
Extreme Cold (non-weather)	X			
Extreme Heat (non-weather)	X			
Severe Hot Weather			X	
Severe Cold Weather		X		

5. How much noise is typical for this job's work environment?

- x Very Quiet (Example: Forest trail, isolation booth for hearing test) Quiet (Example: Library, private office)
- x Moderate Noise (Example: business office with typewriters/printers, light traffic)
- Loud Noise (Example: Metal can manufacturing, large earth moving equipment)
- Very Loud Noise (Example: Jack hammer work, front row rock concert)