



kidspace
children's museum

JOB DESCRIPTION

Job Title: Part-time Retail Associate

Department: Operations

Classification: Non-Exempt

Reports to: Operations Floor Supervisors

Position Overview: The retail associates are responsible for ensuring a welcoming and helpful atmosphere at the entrance and exit of the museum, provide information and directions to guests, and actively monitor the space for safety and cleanliness. Associates will efficiently and accurately process admission, membership, and merchandise sales.

Essential Duties and Responsibilities:

- Proactively enhance the guest experience with outstanding customer service
- Perform cashier duties for daily admissions, membership check-in and sales
- Complete required forms accurately and assist in guest data collection
- Organize, clean, and restock the museum store
- Ring merchandise sales and engage in merchandise demonstrations
- Follow cash handling procedures and policies
- Additional job duties as assigned

Core Competencies:

- Design - Demonstrates attention to detail and highly organized for maximum efficiency
- Oral Communication - Exceptional communication, phone and interpersonal skills to effectively communicate with a wide variety of clientele and internal personnel
- Written Communication – writes clearly and informatively
- Interpersonal Skills - Focuses on solving conflict, not blaming; keeps emotions under control
- Teamwork - Balances team and individual responsibilities
- Judgment - Exhibits sound and accurate judgment
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.
- Professionalism – Represents the organization in a positive and professional manner; approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; follows through on commitments
- Adaptability - Adapts to changes in the work environment; able to deal with frequent changes, delays, or unexpected events
- Planning/Organizing - Prioritizes and plans work activities uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans. Strong multi-tasking and coordination abilities to meet tight deadlines
- Quality - Demonstrates accuracy and thoroughness
- Quantity - Meets work standards; completes work in timely manner
- Action - Exceptional follow-through/follow-up abilities
- Attendance/Punctuality - is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Minimum Job Requirement:

- Minimum 2 years of experience in retail and guest-driven environments
- Knowledge of customer service best practices
- Previous experience using Internet, Windows, Microsoft Office, Printers, and POS Systems
- Available at least 20 hours/week, including one weekend day required, occasional holidays and evenings
- Excellent verbal and written communication skills in the English language
- High School Diploma or GED
- Kidspace is largely an outdoor facility, exposure to outdoor elements is required
- Physical and mental requirements: see description below



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PHYSICAL AND MENTAL REQUIREMENTS

Listed below is a description of the physical and mental requirements associated with this position.

Physical Activity				
Activity	Hours Per Day			
	1-2	3-4	5-6	7-8
List the number of hours spent performing the activity.				
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.		X		
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.			X	
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.		X		
Kneeling: Bending legs at the knee to rest the body on the knee or knees.		X		
Crouching: Bending the body downward and forward by bending the leg and spine.		X		
Crawling: Moving about on hands and knees.		X		
Reaching: Extending hand or hands and extending arm or arms in any direction.			X	
Standing: Standing or staying on feet for sustained periods of time.				X
Walking: Moving about on feet to accomplish tasks.				X
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	X			
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	X			
Lifting: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.		X		
Grasping: Applying pressure to an object with the fingers.		X		
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	X			
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.			X	
Hearing: Perceiving the nature of sounds with or without correction or accommodation. Ability to receive detailed information through oral communication. Note – for production positions: make fine discrimination in sound, such as when making fine adjustments on a piece of equipment			X	
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.			X	
Twisting: Turning from right to left at the waist.		X		
Sitting: Particularly for long periods of time.			X	
Driving: A car, truck, forklift or other types of moving equipment.	X			
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.			X	

Miscellaneous Duties			
Activity	Hours Per Day		Description
	1-4	5-8	
List the number of hours spent performing the activity.			
Working near hazardous equipment and machinery.			
Working around moving objects or vehicles.			
Exposure to dust, gas, odor or fumes.			
Exposure to noise.		X	
Exposure to extreme in temperature or humidity.			
Work with heights.	X		
Walking on uneven or slippery ground.			
Darkness or poor lighting.			

Mental Requirements				
Activity	Hours Per Day			
	1-2	3-4	5-6	7-8
List the number of hours spent performing the activity.				
Perform simple and repetitive tasks: Asking simple questions or requesting assistance when needed. Performing routine, concrete, organized activities; remembering locations and work procedures. Making decisions based upon simple sensory data.		X		
Comprehend and follow instructions: Maintaining attention and concentration for necessary periods of time. Applying common sense understanding and carrying out instructions (written, oral, or diagrammatic). Adapting to situations requiring the precise attainment of set limits, tolerances, or standards.			X	
Maintain work pace appropriate to given workload: Performing activities on schedule, maintaining regular attendance, and/or being punctual within a specific tolerance. Completing a normal workday and/or workweek. Performing at a constant pace without excessive rest periods.				X
Perform complex or varied tasks: Synthesizing, coordinating, and analyzing data. Performing job requirements precise attainment of set limits, tolerances, or standards.	X			
Relate to other people beyond giving and receiving instructions: Getting along with co-workers or peers without exhibiting behavioral extremes. Performing work activities requiring negotiation, instructing, supervising, persuading, or speaking with others. Responding appropriately to criticisms from the supervisor.			X	
Effectively influence people or decisions on a consistent basis: Convincing or redirecting others. Understanding the meaning of words and using them effectively. Interacting appropriately with others.		X		
Make generalizations, evaluations or decisions without immediate supervision: Recognizing potential hazards and observing appropriate precautions. Understanding and remembering detailed instructions. Making independent decisions or judgments based upon sensory data or guideline knowledge.			X	
Accept and carry out responsibility for direction, control and planning: Setting realistic goals or make plans independently of others. Negotiating, instructing, or supervising others. Responding appropriately to changes in the work setting.		X		
Answer office telephones: Communicating information to callers. Researching materials to answer caller's questions and responding pleasantly to callers.	X			

Management reserves the right to change the physical and mental requirements set forth above, which pertains to this job.