



Retail Sales Assistant

Filoli Historic House and Garden is a beautiful 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. Our Mission: Filoli is dedicated to the preservation, interpretation and stewardship of the cultural traditions and natural history of this country estate for public education and enjoyment.

SUMMARY

Come join an award winning team at Filoli! The Clock Tower Shop was recently awarded top prize for their beautiful mission focused displays by the Museum Store Association of the American Alliance of Museums. As part of this beautifully unique store, the Retail Sales Assistant cheerfully assists our visitors with excellent customer service, has an extensive knowledge of the retail products and accurately and efficiently handles cash. This position will also provide support and participate in the Shop inventory activities.

The Retail Sales Assistant is a full-time (30-40 hours per week, flexibly scheduled) non-exempt, hourly and year-round position. It is also eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k), vacation, sick leave and holiday pay. Typically, the Retail Sales Assistant will be required to work weekends and some evenings (during certain times of the year). This schedule may change to meet the needs of the organization. Please note that there is no public transportation to this site, so reliable transportation is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

- Greet guests in a sincere and friendly manner;
- Ask questions to assess interests;
- Anticipate visitor needs;
- Efficiently and accurately open and close registers as necessary;
- Accurately process sales using POS system;
- Record sales for the day for management;
- Trouble-shoot register issues;
- Consistently and accurately follow shop opening/closing procedures;
- Process voids and returns on register;
- Restock merchandise as needed;
- Maintain a neat and orderly work environment;
- Participate during periodic physical inventories;
- Ability to provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;
- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

SUPERVISORY RESPONSIBILITIES

This position will occasionally supervise volunteers.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational and skill requirements listed below:

Education and/or Experience

Education: High school diploma or equivalent GED

Experience:

- Minimum of 2-3 years working in a retail environment;
- Minimum of 1-2 years doing data entry within a database a plus;
- Experience using a point of sale cash register;
- Proficiency with Microsoft Office products and Google Applications.

Skills and Abilities:

- Provide exceptional customer service to both internal and external customers;
- Ability to carry out processes that secure the accurate organization of inventory;
- Communicate (listening and speaking) effectively with customers, volunteers or staff of the organization;
- Maintain a positive, calm demeanor and professional manner with staff, visitors and volunteers at all times;
- Possess excellent money handling skills;
- Be responsive to a large number of diverse needs while focusing on high priority tasks; ability to multi-task while maintaining a high degree of accuracy;
- Build cooperative, and respected partnerships with all staff and volunteers;
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Tirelessly follow-through to successful completion all projects and communications;
- Serve as a collaborative team member with strong interpersonal skills and a sense of humor.

CERTIFICATES, LICENSES, REGISTRATIONS

Current driver's license and automobile insurance for personally owned car used in the course of business.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Lift/carry items up to 50 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry, crouch, push and bend frequently and occasionally climb a stepladder.

HOW TO APPLY

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: <https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.
3. Please, no phone calls.
4. Thank you for your interest in Filoli!

Please visit our website for more information: www.filoli.org
Filoli is an equal opportunity employer who values diversity in the workplace.