

FRIENDS OF SUTTER'S FORT



Friends of Sutter's Fort is a nonprofit 501 (C) (3) organization that believes in the power of experiencing history at Sutter's Fort State Historic Park. Every day we collaborate with California State Parks to preserve and protect historic structures and artifacts, and to engage visitors of all generations.

Museum Store Clerk, Part-Time/Seasonal

Reports To: Retail Manager

Job Overview

The seasonal Trade Store Clerk works in the Sutter's Fort Museum Store during the busy field trip season through June. The main responsibilities of the seasonal Museum Clerk is to welcome customers, help them locate items, promote the features and benefits of items in the store, ring up purchases, restock items as necessary and clean the store and back stock/supply areas. All employees of Friends of Sutter's Fort must strive to provide visitors with exceptional customer service.

Responsibilities and Duties

- Provide customer support at the Museum Store, ensuring that all customers have a positive sales experience. This includes assisting customers in locating items on the sales floor and explaining product features and benefits to customers.
- Processes register transactions and maintains accurate cash accounting, and follows policies and best practices regarding credit and debit card transactions.
- Retrieves items from the stockroom as needed, restocks items on the sales floor.
- Assists in taking store inventory; maintains inventory records and reports discrepancies to supervisor.
- Unloads deliveries.
- Makes sure store is neat and well organized and helps clean the store. These duties include vacuuming, dusting and sweeping.
- Addresses and resolves customer issues and concerns. Reports any issues or concerns to store manager.
- Answers store telephones and assists callers.
- Represent Friends of Sutter's Fort at events and community meetings and activities.
- Provide administrative support including data entry and filing. Additional administrative tasks may be requested including reviewing reports and/or researching products.
- Support through other tasks, as needed.

Qualifications

- Previous customer service or retail experience preferred.

- Excellent and responsive customer service and communication skills
- Excellent interpersonal skills, strong self-motivation.
- Strong organizational skills.
- Is capable of operating a cash register and handle money.
- Possesses basic math skills.
- Demonstrates ability to learn quickly.
- High school diploma or GED preferred.
- Ability to lift 25 pounds and stand for long periods.

Work Environment

The majority of working hours will be spent in the Museum Store located within Sutter's Fort State Historic Park. Employees should be prepared for cold or hot weather conditions. Times will also be spent in the stockroom. Shifts may vary, but will typically be during park hours, 10AM to 5PM. Hours will vary, depending on the needs of the store.

Light to moderate physical activity such as walking, standing, and lifting boxes is required.