

**National Law Enforcement Museum
Job Description**

Position: Retail Associate Part Time
Reports to: Retail Operations Manager
Direct Reports: None

Position Summary:

Retail Associate is a part-time position that will primarily support the Retail Operations Manager in running the retail store and online website. They will be tasked with maintaining sales in the absence of the Retail Operations Manager.

Primary Areas of Responsibility:

- Maintain the online/physical retail store and café.
- Communicating with the Retail Operations Manager.
- Ensure quality and standards represent the NLEM&M brand.
- Work with Retail Operations Manager on marketing strategies.
- Receiving, tagging, and stocking of merchandise.
- Provide customer support.
- Operate a point-of-sale (POS) system with cash register and process various transactions.
- Performs all daily opening, operating, and closing procedures within established guidelines.
- Responds calmly and professionally to guest concerns and complaints.
- Fulfill online/kiosk gift shop sales.
- Maintains appropriate levels of inventory in all areas.
- Ensure kiosks and vending machines are always in working order.
- Ensures the café vending and sitting area are always presentable and properly cleaned.
- Performs other tasks and assignments as needed.

Knowledge/Skills/Abilities:

- 2+ years' experience in retail.
- Strong communication, interpersonal and organizational skills.
- Strong attention to detail.
- Ability to work independently and in a fast-paced environment.
- Proficient computer skills, including Microsoft Office Suite.
- Good problem solving and decision-making skills and abilities.
- Minimum high school diploma. College degree preferred.
- Experience with cash management procedures and proficiency with POS software required.

Working Conditions:

- This is a part-time position.
- Weekends and some nights required.
- Must be able to lift up to 35 pounds.
- Position requires frequent, sustained periods of sitting and standing.
- Position requires an increased workload immediately before, during and after National Police Week (traditionally the second week of May) and during the holidays (Nov. - Dec.).