



AMERICA'S CAR MUSEUM

RETAIL SALES LEAD POSITION DESCRIPTION

EFFECTIVE DATE:	<u>07/29/2021</u>	DEPARTMENT:	<u>Retail Store</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>Not Required</u>
FTE STATUS:	<u>Part-Time Position</u>	BENEFITS:	<u>Based on FTE Status</u>
REPORTS TO:	<u>Retail Store Manager</u>		
SUPERVISES:	<u>None</u>		

GENERAL SUMMARY:

This position provides retail sales assistance to guests, staff and volunteers, ensuring that all sales needs are met in a timely manner. This position assists the Retail Manager (RM) in leading the team members in optimal retail and guest service. This position will also be responsible for higher level transactions to include cash, receipt and safe reconciliation.

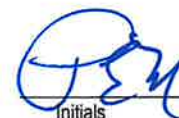
PRIMARY OBJECTIVE

This position, along with the RM, oversees the day-to-day operations of the store; assists in building and retaining a high performing and diverse workforce for the store; assists in communicating, inspiring and leading LeMay – America's Car Museum (ACM)'s vision and strategy to the store team; leads the store team to meet net income and sales goals, per Operations and Guest Service objectives through execution, coaching and accountability; assists with overall guest service and merchandise presentation; and maintains professional working relationships with Museum staff and volunteers.

KEY RESPONSIBILITIES:

Leadership

1. Holds self-accountable to all ACM standards of performance and behavior;
2. Resolves sales and service issues in partnership with the RM;
3. Leads the Sales Team to ensure optimal guest service;
4. Performs opening and closing operations;
5. Builds strong relationships with team members and fosters interdepartmental relationships to align and support execution of business initiatives, goals, and growth;
6. Actively pursues opportunities to promote self-development;
7. Complies with museum personnel policies.


Initials

8.26.21
Date Received

Financial

1. Supports team to achieve store sales goals;
2. Achieves individual sales goals and other statistical expectations assigned by the RM;
3. Consistently looks for methods to maximize store sales;
4. Accurately handles cash and ensures completion and accuracy of all register transactions.

Operations

1. Completes product, operations and merchandise presentation training;
2. Executes and maintains all visual presentation directives as communicated by the RM;
3. Participates in ACM initiatives and ensures sustainability;
4. Responds appropriately to all communications in a timely manner;
5. Performs daily tasks such as cleaning, store recovery, and merchandise placement;
6. Follows Loss Prevention procedures and requirements;
7. Work schedules as assigned.

Guest and Museum

1. Consistently demonstrates ACM core values;
2. Maintains full knowledge of the museum's building and its programs;
3. Ensures a clean, organized and safe environment for guests to shop in;
4. Supports Guest Services by informing guests of museum policies and answering guests' questions;
5. Assists with evacuation procedures in the situation of an emergency condition.

QUALIFICATIONS:

The incumbent for this position must be at least 18 years of age and possess:

1. A high school diploma, GED and minimum 1 year customer service or retail sales experience;
2. The ability to pass an in-depth background investigation including criminal history, employment records, and personal references;
3. The skills and ability to positively and professionally function as part of a team environment;
4. Experience operating point of sales computer equipment;
5. The social skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types always;
6. The ability to work varied shifts as needed and maintain a flexible schedule, able to work weekends.


Initials


Date Received

Preferred Qualifications:

1. Experience with Epos point of sales (POS) equipment;
2. Customer service experience in a cultural attraction or high-volume retail establishment;
3. Experience meeting and exceeding internal sales goals;
4. Cash handling and reconciliation experience;
5. Experience with visual merchandising, sales initiatives and processing of incoming product.

WORKING CONDITIONS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Retail Sales Lead is frequently required to stand; walk and use hands to finger, handle or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl.

This positions requires frequent lifting and/or moving boxes and products up to 30 pounds.

