



Job Description: Sales Associate

Summary:

Sales Associates operate our busy retail stores during the summer season (May – October). One of the ways the Glacier National Park Conservancy (GNPC) raises money for Glacier Park is by selling souvenir items in the National Park Service (NPS) Visitor Centers. We offer a wide selection of t-shirts, books, postcards, magnets, and more. Sales Associates may be based out of West Glacier (working at our West Glacier, Apgar, and Logan Pass stores) or St Mary (working at our St Mary and Logan Pass stores).

The primary roles for Sales Associates are operating the register, re-stocking product, assisting customers, folding t-shirts, monitoring store capacity, and enforcing Covid-19 safety measures, as needed. They also receive orders from our warehouse, organize back stock, count inventory, and keep stores clean and organized. Another important role of Sales Associates is to act as ambassadors for the Glacier Conservancy by asking for donations and helping visitors connect with our mission and projects.

It's truly a team effort to keep the checkout lines moving efficiently and to keep the shelves well-stocked with product. Our staff operates our retail stores with great care and provides excellent customer service to visitors. Ultimately, the money raised at our retail registers supports our mission to preserve and protect Glacier Park for future generations.

Job Duties and Responsibilities:

- Welcome Glacier Park visitors and assist with merchandise selection
- Accurately process transactions and run credit cards using our POS system
- Stock and display merchandise according to GNPC guidelines
- Keep the stores clean and accessible for park visitors
- Receive orders from the warehouse to the stores
- Troubleshoot IT issues
- Follow Covid-19 protocols based on current GNPC and NPS guidelines
- Cooperate with Glacier Park staff to ensure that protocols are followed in operating the Visitor Center stores
- Improve efficiencies at the register to maximize the number of transactions processed
- Inform park visitors about our mission and Friends of Glacier donation program
- Ask for donations to Glacier Park with each transaction
- Other duties as assigned (e.g. inventory work, yard clean up, store set-up, store closing)
- Follow the Employee Handbook for maintaining a safe, professional, and positive work environment

Education and Experience:

- High School Diploma required, and some College preferred
- One year of related retail or customer service experience preferred
- Must have valid Driver's License

Knowledge, Skills and Abilities:

- Knowledge of and interest in Glacier National Park preferred
- Excellent customer service and communication skills
- Ability to work with minimal supervision
- Ability to work as part of a team to accomplish the tasks at hand
- Strong computer skills
- Understanding of appropriate behavior in a professional work environment
- Ability to stock and merchandise product in an attractive and organized way
- Knowledge of retail inventories and ability to take accurate counts

Physical Requirements and Work Environment:

- Strength to handle boxes weighing up to 50 pounds, with assistance and hand carts
- Stamina to stand for long periods of time
- High energy to work in a fast-paced environment
- Willingness to work some holidays and weekends
- Flexibility to accommodate changes to the schedule, due to unpredictable weather or wildfires