



Job Description: Sales Associate Lead

Summary:

Sales Associate Leads perform the regular duties of the Sales Associate position, like operating the register, re-stocking the sales floor, and assisting customers in the store. In addition to these daily duties, the shift leads take on some additional responsibilities when multiple staff are scheduled, primarily coordinating work projects and break times. Leads also set a positive example and tone for the crew. In addition to coordinating staff, leads also serve as the primary point of contact for customer service, IT, or operational challenges that arise. The Sales Associate Lead position is based out of West Glacier, MT.

It's truly a team effort to keep the checkout lines moving and to keep the store shelves well-stocked. Our staff operates our retail stores with great care and efficiency and provides excellent customer service to Glacier Park visitors. Employees also act as ambassadors for the Glacier Conservancy by asking for donations and helping visitors connect with our mission and projects.

Job Duties and Responsibilities:

- Accurately process transactions and run credit cards using our POS system
- Assist in training sales associates on POS and store procedures
- Address customer service and IT issues as they arise
- Take the lead in coordinating breaks and assigning projects during the store shifts
- Set a good example for the crew and create a supportive team environment
- Serve as the primary point of contact between the store and the warehouse and office
- Follow through on any special tasking or projects assigned by warehouse or office staff
- Keep stock room organized and communicate inventory notes to warehouse staff
- Inform park visitors about the mission of GNPC and encourage donations at the register
- Follow the Employee Handbook for maintaining a safe, professional, and positive environment

Education and Experience:

- High School Diploma required
- One year of related retail or customer service experience preferred
- One year in a supervisory role preferred
- Previous experience in GNPC stores 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 de-escalate a tense situation
- Ability to work with minimal supervision
- Strong leadership skills

- Attention to detail
- Curiosity about how to improve systems and increase efficiency
- 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 and thorough 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
- Ability to work in multiple store locations in any given week
- Flexibility to accommodate changes to the schedule, due to unpredictable weather or wildfires