



**Job Title:** Gift Shop Sales Associate

Kentucky Derby Museum is a 501(c)(3) non-profit charitable organization that sits on the front steps of historic Churchill Downs Racetrack. It is one of the premiere attractions in the Louisville region, celebrating the tradition, history, hospitality and pride of the world-renown event that is the Kentucky Derby. The Museum welcomes over 220,000 visitors annually; a large percentage of those visitors come from outside of Kentucky, journeying from across the country and the world.

**Summary:** The part-time Sales Associate should be a results driven retail associate meeting and exceeding customer needs.

**Essential Duties and Responsibilities:** Includes the following and any other duties as may be assigned:

- Meeting and making a connection with customers, asking questions and listening to shoppers' needs, then giving options and advice on meeting those needs.
- Displays general product knowledge in all categories.
- Understands and adheres to visual standards, maintaining selling floor presentations and restocking sales floor as needed.
- Maintains awareness of all sales promotions and applicable ringing procedures.
- Is knowledgeable of and perform sales support functions related to POS procedures.
- Providing a speedy and efficient check out, at the cash register.
- Assists with inventory receiving, processing and restocking as needed.
- Assists with catalog and website order fulfillment as needed.
- Maintains an awareness of Loss Prevention by fostering a culture of honesty and connecting the link between customer service and shrink.
- Open and close registers, performing tasks such as counting money, utilizing manual cash and charge receipts, separating charge slips, making change and balancing cash drawers.
- Abides strictly by the published dress code for Sales Associates.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education and/or Experience – Must have a high school diploma/GED (or be actively working towards one) and some customer service experience.





- Language Skills – Excellent written and verbal communications skills; has the ability to speak effectively with both individuals and groups.
- Mathematical Skills – Able to quickly and correctly count money and provide change to customers; able to apply concepts of basic algebra and geometry as needed in work situations.
- Reasoning Ability – Able to apply common sense understanding and carry out written, oral or diagram instructions; able to deal with problem solving, including concrete and non-concrete variables; able to use inductive and deductive reasoning and logically deal with situations involving employees, customers and the general public.
- Computer Skills – To perform this job successfully, an individual should have knowledge of the Microsoft Windows desktop environment and basic computer applications. Experience with retail software is desirable.

**Physical Demands:** The physical demands here are representative of those that must be met by an employee 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 position, the employee is regularly required to stand, sit, walk, climb stairs, listen and talk. The employee is occasionally required to lift and/or move items up to 35 pounds. The employee will be required to have non-standard workday hours.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will be “on the floor” of a public retail environment with little privacy. Employee may also be in a semi-private office space and/or product storerooms. Privacy will be afforded for sensitive employee issues dealing with personnel matters and/or personal issues. All indoor spaces are air-conditioned, although some job duties may take place outside, on the loading dock or in another non-climate controlled space.

**To apply:** Please send a resume to Erin Wilkins at [ewilkins@derbymuseum.org](mailto:ewilkins@derbymuseum.org). No phone calls please.

