



JOB DESCRIPTION

Job Title: Retail and Ticket Sales Associate

Reports To: Guest Services Manager; Site Administrator – Old Fort Jackson and Harper Fowlkes House

Description:

Accountable for processing all transactions accurately and efficiently in accordance with established policies and procedures. Play a fundamental role in achieving customer satisfaction and revenue growth opportunities. Responsible for serving the general public by selling museum-related tickets.

Responsibilities:

- Greet customers and ascertain what each customer wants or needs to ensure a pleasant shopping experience.
- Open and close cash register, performing tasks such as counting money, balancing cash drawers and coordinating end of shift/day deposits.
- Ensure honesty and error free handling of cash.
- Inform managers of any inventory shortages, deposit shortages/overages, depletion or any other problems or difficulties.
- Follow and maintain knowledge of current sales, policies regarding payment and exchanges, security practices, and all procedures relating to register on the POS register.
- Assist with retail receiving, pricing, and stocking shelves.
- Ensure neat and well-organized area by cleaning shelves, counters, dusting, mopping, cleaning glass, and vacuuming.
- Sell tickets for museums and have knowledge of basic information to guide guests to other CHS sites and activities.
- Answer telephone and field inquiries as needed.
- Cross train in various areas of retail and other museum operations.
- Other duties as assigned by supervisor.

Qualifications:

- Prior experience in cash handling and operating a POS register required.
- High sense of thoughtfulness in a habitually active environment.
- Ability to concentrate on details and to organize workload according to urgency.
- A composed single minded disposition to duties.
- Multi-talented and resourceful ability when handling different tasks.
- Highly skilled in promoting friendly atmosphere and excellent customer service.
- Effective communication skills and proven integrity, as well as sincerity.
- Able to work independently as well as in a team environment.
- Must have basic knowledge of Savannah area.

- Must be able to meet physical demands of the job which include walking and standing, bending, kneeling, pushing and pulling objects, lifting and moving objects up to 50 lbs.
- Must be able to work flexible schedules including weekends and holidays.

To apply, please email Ben Wheeler at bwheeler@chsgeorgia.org **AND** Justin Childers at jchilders@chsgeorgia.org with a cover and résumé. If qualifications are met, potential candidates will be contacted by phone or email to schedule an interview. **Please no phone calls or drop-ins.**