

Retail & Photo Services Associate



INCUMBENT: Vacant
REPORTS TO: Assistant Store Manager
LOCATION: Bowling Green, KY
STATUS: Part-time, Hourly
DATE: Open until filled

DESCRIPTION

The Retail & Photo Services Associate delivers excellent customer service, greeting guests, operating the photo capture and sales system, and assisting with retail merchandise sales. This role ensures guests have a memorable and engaging experience by combining product knowledge, photography interaction, and personalized service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and acknowledge every customer with professionalism and enthusiasm as they enter and exit the Museum and/or retail store.
- Operate the photo capture system at entrance of the museum as assigned, ensuring timely and high-quality guest photos.
- Promote and sell photo packages and retail merchandise.
- Print purchased photos with basic editing and positioning of images to ensure a high-quality photo.
- Assist in achieving retail store appearance and maintenance standards.
- Assist customers in person and over the phone with issues or concerns and contact the store manager or supervisor as appropriate regarding customers with issues or concerns.
- Process customer purchases, perform merchandising tasks, perform general cleaning duties, and stock inventory and displays neatly to maximize visibility and sales.
- Assist with phone and online order processing and preparing inventory for car shows as needed.
- Collaborate with team members and communicate relevant information to store manager or supervisor.
- Proactively identify and assist with working in areas of the retail space where help is needed.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent preferred.
- Prior work experience in a retail or hospitality environment is preferred.

QUALIFICATIONS

- Ability to operate a cash register and other store equipment efficiently and accurately.
- Ability to operate a camera system, printer, and related software.
- Ability to read and perform basic math skills.
- Must be able to provide prompt and courteous customer service in person and over the phone.
- Ability to stay organized and multi-task in a professional and efficient manner.
- Must be a self-starter and be able to work independently and under pressure in a fast-paced environment.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the store.
- Ability to lift and carry 30+ lbs. and push/pull 50+ lbs.