

Retail Sales Associate

Reports to: Brenda Castillo Sanchez, Senior Manager of Visitor Services

Department of Labor Classification: Part Time (16 - 29 hours per week), Non-Exempt

Our Commitment

Forever Balboa Park is committed to providing an inclusive and welcoming environment for all members of its staff, visitors, volunteers, subcontractors, vendors, and donors. We do not and shall not discriminate on the basis of race, color, religion, creed, gender identity, gender expression, age, national origin or ancestry, disability, marital status, sexual orientation, or military status, in any of our activities or operations. These activities include but are not limited to hiring and firing of staff, selection of volunteers and vendors, and provision of services.

Position Description

The Retail Sales Associate welcomes visitors and facilitates the sale of merchandise in the Visitors Center Gift Shop through friendly and attentive customer service with some additional responsibilities at the Visitor Services Desk as needed.

Retail Sales and Merchandising (90%)

Engage a wide array of visitors, including international travelers, in a professional and welcoming manner. Responsible for ringing up sales and adding value by sharing additional goods and services with visitors as appropriate. Sell tickets to attractions and keep accurate count of ticket stock. Manage stock of products on the gift shop floor by maintaining appealing product displays through merchandising techniques. Keep products and display areas clean and dust-free. Tag and put away incoming products in a timely manner. Keep stockroom and basement clean and organized. Perform returns and exchanges on merchandise. Open and close registers and Gift Shop at beginning and end of shift. Get to know the customer base and their preferences, to provide feedback on the product mix. Effectively communicate Gift Shop needs to Retail Sales Lead and Manager.

Visitor Services Desk and other duties (10%)

Assist at Visitor Services Desk by providing information to visitors in-person and via phone. Assist Visitor Services team with setup and breakdown of information tents. Provide support during parkwide events such as December Nights.



Key Performance Metrics

- Opening and closing of cash registers on time and with minimal to no discrepancies.
- Accurate ticket counts.
- Incoming inventory is counted in, tagged, and displayed appropriate and in a timely manner.
- All store displays are restocked as needed throughout the day and fully at closing.
- Visitors Center and Gift Shop is locked, alarmed, and secured at the end of each shift.

Education and Experience

- High School Diploma.
- Minimum 1 years' experience in retail or hospitality preferred.
- Knowledge of POS systems.

Competencies, Skills, and Abilities

- Superior customer service and communication skills.
- Takes initiative to solve problems.
- Ability to work with other team members.
- Comfortable working in a sometimes hectic and crowded environment.
- Competent in product merchandising techniques.
- Strong passion for the mission of the organization and knowledge of Balboa Park.

Physical Requirements

- Must be able to lift 40 lbs.
- Some bending, stooping, and kneeling.
- Standing for significant periods of time at the cash register.
- Ability to communicate orally and written.
- Visual acuity to perform tasks.
- Ability to receive detailed information through oral and written communication.

This job description is intended as a guide to the general job responsibilities and is not inclusive of all everyday duties the employee is expected to perform.

Starting Pay: \$16.50

All qualified candidates please submit resume and cover letter to: hr@balboapark.org

No phone inquiries, please.

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