

Shop Sales Volunteer Position Description

Overview

Shop volunteers work a scheduled 4-hour shift in a world renowned retail shop selling American Indian art. Volunteers work independently and in partnership with shop staff to encourage and complete sales of art to Museum members and visitors. In their sales role, volunteers promote the Museum and the shop through sharing their knowledge, experience, and enthusiasm.

Qualifications

Shop volunteers should have a basic familiarity with American Indian art such as jewelry, weavings, Katsinas, baskets and/or pottery. Some knowledge of Southwestern tribes (and other tribes) and culture is also very useful as is a general understanding of how the various art forms are fabricated. Experience in retail sales is also helpful. Most important is a passion for the incredible artwork which is found throughout the shop and the Museum!

Responsibilities

- Work a scheduled 4-hour shift (basically morning, swing or afternoon—see below).
- All volunteers must sign in using the sign in book located in the Museum Shop (includes Book & More and Collector's Room volunteers).
- Ability to stand throughout the 4-hour shift is required.
- Must arrive on time and work the entire shift.
- Shifts may be selected and/or assigned, working with the volunteer shop scheduler.
- Permanent: specific day and time on an ongoing, regular basis.
- Substitute: scheduled on an as needed basis.
- Offer a high level of customer service.

- Greet guests as they enter the shop and offer sales assistance.
- Provide information about artists, techniques, and materials.
- Cross-sell as appropriate.
- Be comfortable with using a Point of Sale (POS) cash register computer system.
- Abide by security and selling guidelines at all times.
- Answer the phone and transfer callers as needed.
- Conserve the supplies of the shop by following guidelines for boxes, bags and packaging.
- Assist with marking items for sale and light housekeeping duties.
- Participate in training programs both initial training (two hours/week for four weeks) prior to beginning sales position and ongoing (once annually) training as required.

Policies

- Changes in schedule can be made up to 7 days prior to your scheduled shift using the online schedule system. In the event of a last minute emergency, volunteers should contact their shop scheduler by phone.
- Use of cell phones is not permitted on the sales floor.
- Volunteers cannot have a conflict of interest with the Museum. They may not own or work at a competing American Indian Jewelry Store or Art Gallery.
- Confidentiality is required and no disclosing of merchandise cost information with third parties is permitted.
- Volunteers are encouraged to observe the shop's buying process from afar but must not become involved in any way.
- Volunteers may not buy from American Indian Artists selling in the shop.

Shift Hours

Shop	Books & More	Collector's Room
9:30am – 1:30pm (Monday – Saturday)	11:00am – 3:00pm (daily)	11:00am – 3:00pm (daily)
11:00am - 3:00pm (Monday – Saturday)		
1:00pm – 5:00pm (Monday – Saturday)		
11:00 am – 3:00pm (Sunday)		