



Job title: Retail Associate
Department: Retail
Reports To: Retail Operations Manager

POSITION OVERVIEW

The Retail Associate will be responsible for daily operations of the 9/11 Memorial & Museum store and its outdoor retail carts and pop-up shops, providing a safe, informative, and meaningful visitor experience.

ESSENTIAL FUNCTIONS

- Accurately handles cash and processing of credit cards and follows all financial policies.
- Arrives to work on time and work scheduled shifts.
- Must be able to work weekends (both Saturday and Sunday) and a flexible work schedule including mornings and evening shifts.
- Adheres to uniform and cell phone guidelines for all locations.
- Maintains a professional, safe, and secure environment for guests and staff.

OTHER RESPONSIBILITIES

- Provides an enriching and excellent guest experience.
- Is attentive to guests' needs and aware of surroundings when on the sales floor.
- Upsells current promotions and ask for donations using proper verbiage when on register.
- Shares product stories when interacting with guests to educate them.
- Remains mobile, interacts with guests, and stays productive.
- Assists with physical inventory and cycle counts throughout the year.
- Assists with accurately processing of incoming deliveries, unpacking, counting, and replenishment.
- Receiving goods shipped against P.O. and ensures that receiving reports are clear and accurate.
- Communicates discrepancies found when processing deliveries prior to items placed on the sales floor.
- Confirms that products are represented in a compelling way that is consistent with visual guidelines.
- Ensures loss prevention to protect the store from internal and external shortage.
- Maintains all work areas—including lockers, back office, and stock room—to ensure these spaces are clean and organized, free of empty boxes and trash.
- Accurately operates the POS system and its functions, including ringing up items correctly.

- Ensures accuracy when handling cash to avoid overages and shortages.
- Communicates in a timely fashion any POS errors that arise during a transaction.
- Ensures proper care of all 9/11 Museum Store property, including iPads, iPhones, walkies, scanners, donation boxes, etc.
- Required to work both indoor and outdoor locations.
- Adheres to company policies and procedures, standards and practices, regulatory compliance, and company directives including dress code and attendance.
- Follows request time off and blackout guidelines.

MISSION EXPECTATIONS

VOLUNTEER REQUIREMENT

- Participates in the Annual 5K Run/Walk and Community Day fundraiser and 9/11 commemoration, as assigned.
- Assists with other special projects and events in support of the 9/11 Memorial & Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENTS

- High school diploma/GED and minimum of 3 years' experience in retail store sales
- Excellent customer/guest service skills
- Visual display skills a plus
- Proven cash-handling skills
- Highly responsible, reliable, and accurate individual
- Proven ability to have a take-charge initiative
- Takes pride and ownership in the position and property
- Ability to work both as part of a productive team and independently
- Must be familiar with POS systems
- Fluency in one language other than English a plus

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for two-way communication with the public and staff. The employee will be required to stand for long hours and be able to lift heavy boxes up to 40 lbs.

The work environment is both indoor and outdoor. The noise level in the retail environment is usually low. There are no protective devices to be worn or utilized in the retail work environment.

HOW TO APPLY

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to 911mmretailjobs@911memorial.org.
- Please visit our website at www.911memorial.org.