

Job Description: GALLERY SHOP SALES ASSISTANT

Status: Hourly; 9-18 hours a week - Saturday- Sunday, 12-4 PM, Thursdays and Fridays, 9:30-5:00, additional hours as needed.

- Reports to the Gallery Shop Manager, Programming Director, and Executive Director
- Assist the Gallery Shop Manager with all Gallery Shop operations, including online sales
- Ensure customer needs are met, complaints are resolved, and service is quick and efficient.
- Ensure all products and displays are neat and orderly

RESPONSIBILITIES

- Open and close the Gallery Shop and The Deep End according to procedure
- Greet customers, respond to questions, engage customers with merchandise, and provide outstanding customer service
- Direct customers to merchandise
- Cross sell products, and introduce promotions and opportunities to customers
- Operate Square POS and cash register accurately and efficiently
- Accept payment for the Red Dog Potters, workshop sign-ups, and studio rent accurately
- Ensure the gallery shop area and public restrooms are clean and orderly
- Restock merchandise as needed
- Handle all returns courteously and professionally
- Maintain knowledge of Gallery Shop artists, Kentuck Art Center and Festival, and current exhibitions
- Answer the phone and take messages as needed
- Help to maintain the online shop: Photographing and adding items, writing descriptions, and fulfilling orders
- Assist the Gallery Shop Manager with other tasks as needed

REQUIREMENTS

- Must drive and have a vehicle
- Must be available on alternating Thursdays, Fridays, Saturdays and Sundays, 12-4 PM, the weekend of the Kentuck Festival of the Arts, and during holidays. Kentuck Art Center will be closed Christmas Day, New Year's Day, Easter Sunday, Juneteenth, and the 4th of July. The Gallery Shop must be open the Saturday and Sunday following Thanksgiving.
- This position involves constant moving, talking, hearing, reaching, grabbing, and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders.
- Able to lift at least 30 lbs.
- Ability to communicate on the telephone with proper etiquette
- Ability to read, write, and effectively communicate with customers, peers, and management
- Ability to perform basic math functions, such as addition, subtraction, multiplication, and division. Ability to use a calculator. Must be able to make change in American monetary units.
- Ability to multi-task while being attentive to customers and remaining flexible to the needs of the business
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding customer service and a positive attitude
- Availability to work flexible shifts
- Ability to represent yourself in a professional manner
- Passion and an understanding of Kentuck's mission: to perpetuate the arts, engage the community, and empower the artist.

EXPERIENCE

- Outstanding communication and interpersonal abilities
- Sense of curiosity and a drive for knowledge
- Basic understanding of sales principles and customer service practices

SOFTWARE PROFICIENCY

- Microsoft Office Suite
- Point of sales systems