



a fine art & craft Gallery
in the heart of Vermont

Working Member/Volunteer Sales Associate Job Description

General Description

Responsible for selling art and craft in community-oriented non-profit cooperative gallery. Provides welcoming and informative customer service, processes a variety of sales transactions, and attends to the upkeep of the gallery space.

Duties & Responsibilities

- Operates computer-based point-of-sale system and handles financial transactions, including:
 - Basic sales transactions, including all payment types
 - Return/exchange transactions
 - Gift Certificates (sale and redemption) and Store Credits
 - Common problem troubleshooting
 - Follow opening/closing procedures

In order to do this proficiently, working members and volunteers **must**:

- Read the Gallery Guide & practice sales transactions.
 - **Use** the Gallery Guide during a shift when needed.
 - Be willing to call the manager when a sale hangs in the balance!
- Greets & responds to customer needs, including providing information about the Gallery, the artists & their work, as well as basic Vermont travel information.

In order to do this proficiently, working members and volunteers **must**:

- Learn and practice retail communication and sales skills using the training tools provided.
 - Learn about the Gallery, by reading our brochures & website.
 - Learn about the artists, by reading the bio book, looking at their websites, looking at their work in the Gallery, and asking questions of the manager when more information is needed.
 - Learn about the Vermont travel information available and how to obtain additional information using the internet or Dept of Tourism contact information when needed.
- Maintains cleanliness of the Gallery by:
 - Dusting/Windexing shelves, glass cases & display fixtures
 - Dusting pottery, frames, glass; polishing jewelry
 - Sweeping sidewalk in summer and shoveling snow in winter
 - Performs other tasks as requested by the Gallery Manager, following directions for the project.
 - Schedules self in a timely fashion for a minimum of one four-hour shift per month (two in December). Follows substitute scheduling procedure in case of cancellation or emergency.

Benefits

- Receive 10% off Gallery purchases & free gift wrapping (with **one-year monthly commitment**)
- Support your neighbors through selling their artwork
- Learn about artists in your community
- Meet people from all over the country