ARCHIPELAGO RETAIL ASSOCIATE

CLASSIFICATION: Non-Exempt, (30-32 hours/week), year-round

LOCATION: 386 Main Street, Rockland, Maine

POSITION SUMMARY
The Island Institute seeks qualified candidates for the position of Retail Associate with Archipelago, the Island Institute’s retail store and fine arts gallery. This position provides outstanding customer service to shoppers in a unique made-in-Maine shop and gallery setting. Over 250 artists, crafters, and authors from 15 different islands and the coast of Maine are represented in the store.

The hourly rate is $13.50-$14.50 (dependent on experience), and the position comes with employer-offset benefits such as healthcare, dental, and life insurance, as well as employee-paid benefits such as vision care, short-term disability, long-term disability, and additional life insurance. Other benefits include holiday pay for days when the Island Institute is closed, but the store is open, and the opportunity to enroll in the Institute’s group retirement plan with an employer match of up to 6% after one year of continuous service. The Retail Associate reports to the Archipelago store manager.

Qualifications
• High school diploma or equivalent preferred
• Strong skills in and a passion for delivering excellent customer service
• High level of proficiency with computers and the ability to provide one-on-one training to new hires
• Ability to foster teamwork
• Experience in a retail or customer service environment
• Excellent communication skills and high level of customer service orientation
• High energy level, patience, initiative, the ability to work within a team, and the ability to multi-task in fast-paced environment

Essential Job Functions
• Greet customers; provide excellent service in meeting customers’ needs; recommend, select, and help customers locate the right merchandise
• Answer customer queries regarding the store, the merchandise and artists, the mission of Archipelago, and the Island Institute’s work and membership benefits
• Operate the sales register and all associated tasks efficiently and accurately
• Restock and straighten merchandise on a daily basis to maintain optimal shopping ability
• Organize the stockroom with attention to efficiencies
• Maintain a clean, neat, and orderly space on the floor and in the gallery, including the exterior entrance
• Other duties as needed
Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties of this job, the employee may be required to lift up to 25 pounds up to shoulder level, climb a ladder, or stand on a step stool in order to handle artwork or place or retrieve stock from storage areas. The employee may be required to be on his or her feet for the majority of the day.

- **Work environment:** The noise level in the work environment is usually minimal.

There is no deadline, but preference will be given to applications received before March 13th.

Only electronic applications will be accepted.


*Based in Rockland, Maine, the Island Institute is a nonprofit organization and an equal opportunity "at-will" employer committed to providing equal employment opportunities based upon an individual's ability and qualifications. We do not discriminate against people on the basis of race, citizenship, ancestry, color, religion, sex, sexual orientation, national origin, age, mental or physical disability. For more information about the Island Institute, please visit [www.islandinstitute.org](http://www.islandinstitute.org).*