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## **ARCHIPELAGO CUSTOMER SERVICE RETAIL ASSOCIATE** *(Part-time)*

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**STATUS:** Part-time (24-30 hours a week)

**LOCATION:** 386 Main Street, Rockland, Maine

### **POSITION SUMMARY**

The Island Institute seeks qualified candidates for the position of a part-time Customer Service Retail Associate with Archipelago, the Island Institute's retail store and fine arts gallery. The Customer Service Retail Associate 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 \$15, and the position comes with employer-offset benefits, including health insurance, 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 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 Customer Service Retail Associate reports to the Archipelago Store Manager.

A successful candidate will have flexible availability and be able to meet gaps in the schedule.

### **Qualifications**

- High school diploma or equivalent preferred
- Strong skills in customer service and creating a positive sales environment
- Knowledge of sales fulfillment procedures
- Relevant product and artist knowledge and training
- Experience in a retail, customer service, or sales environment
- Excellent communication skills and high level of customer service orientation
- Positive energy level, patience, initiative, honesty, ability to work within a team, and ability to multi-task when the store is busy
- The ability to give and receive constructive and helpful feedback with staff colleagues and customers
- The ability to serve as an engaged and productive member of a team

### **Essential Job Functions**

- Provides excellent customer service to customers, members, and vendors alike
- Greet customers and provide assistance in determining needs and interests to recommend, select, and help locate the right merchandise
- Answer customer questions regarding the store, the merchandise and artists, the Island Institute's work, and membership benefits
- Operate the Point-of-Sale System and all associated tasks
- Restock and straighten merchandise on a daily basis
- Arrange and display merchandise as directed by the Manager or Director
- Maintain a clean, neat, and orderly space on the floor and in the gallery, and exterior space as well

- Picks, packs, and ships web orders as coordinated with Product Coordinator during busy shipping period of November and December, and as needed
- Place reorders with existing artists as directed
- Other duties as directed

### **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 we are looking to fill the role as soon as possible. Only electronic applications are accepted.**

To apply, please use this link: <https://islandinstitute.bamboohr.com/jobs/view.php?id=79>

*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).*