

SALES CLERK

DEFINITION: Under immediate supervision, performs work of routine difficulty selling, stocking and arranging merchandise; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Operates store reception and sales desk; orders, maintains, stocks and arranges inventory; greets customers and visitors; responds to customers questions; prepares items for sale by pricing items; sells publications and gift shop merchandise; provides security in the exhibit and gift shop; manages publications sales program including ordering books; processes requisitions, invoices, etc.; maintains record of accounts receivable transactions.

Manages store inventory and ensures proper control of storage and display areas; ensures security and physical protection are provided; plans, designs, schedules and installs new store displays utilizing collections from exhibits or other sources; attends conferences, meetings, and seminars; maintains accurate records of inventory and supplies; ensures maintenance of equipment and facilities as necessary.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of store sales and inventory maintenance.
Knowledge of the operation of electronic cash registers and check or credit card machines.
Knowledge of customer service methods and practices.
Knowledge of basic bookkeeping and accounting practices.
Skill in ordering, maintaining, arranging and exhibiting merchandise.
Skill in utilizing customer service and public relations techniques.
Skill in establishing and maintaining effective working relationships.
Ability to operate cash register and count money.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires lifting, carrying, stocking, arranging, and retrieving sales merchandise weighing up to 40 pounds.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED.

PREFERRED QUALIFICATIONS:

- One (1) year retail sales, administration or related experience.
- College courses in general accounting, office procedures or marketing.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's permit within 90 days of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.