



IOLANI PALACE

Post Office Box 2259 Honolulu, Hawai'i 96804 Tel: 808-522-0822

Title: Museum Store Associate

Status: Full-Time (40 hours / week)

Reports to: Assistant Store Manager, Director of Retail

Job Description:

The Museum Store Associate (MSA) is responsible for assisting customer as they look for products, keeping the store clean, ensuring the shelves are well-stocked and helping customers check out at the point of sale. The MSA will spend most of their time on the sales floor assisting customers to ensure the guest experience is positive and memorable by providing exceptional customer service and aloha.

The Retail Sales Associate is responsible for:

- Greeting customers when they walk through the door.
- Building rapport with customers through conversation and honest recommendations.
- Processing sales transactions with cash, credit, check or other forms of acceptable payment.
- Assist with maintaining the back stock room and setting up merchandise displays on the sales floor with the Assistant Store Manager.
- Collaborating with fellow team members to keep the sales floor clean and always organized.
- Successfully achieve daily sales targets as assigned by the management team.
- Conducts inventory counts quarterly with the management team to protect company assets and to report any loss of profits and merchandise.
- Displays merchandise effectively to maximize purchasing appeal.
- Engage with customers through suggestive selling and active listening.
- Solicit customer feedback and continuously improve overall service and ratings.
- Execute the standard operating procedures for opening and closing the Palace Shop.
- Enhances the customer's experience by maintaining a high level of customer service.
- Has comprehensive knowledge of Hawaiian history and culture.
- Conduct daily inventory spot checks as assigned to prevent internal and external theft.
- Unpacking and placing new merchandise on the sales floor.
- Informing guest of current promotions and sales.
- Explaining product uses, benefits and cultural or historical background, if applicable.
- Report any missing or stolen merchandise.
- Performs other duties as assigned.