



WESTERN PACIFIC RAILROAD MUSEUM

	SECTION VOLUNTEER/EMPLOYEE POSITION DESCRIPTION	SUBJECT Museum Store Salesperson
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Position Title: Museum Store Salesperson

Description/Purpose of Assignment: The Volunteer/Employee, Museum Store Salesperson

To operate and promote the WPRM Museum Store and eCommerce site with a goal toward ever improving sales, environment, communication and customer experience. To promote the WPRM and provide answers and information to its visitors.

The position manages the museum store while working in an unstructured environment with numerous interruptions throughout the day.

The salesperson reports to the museum store manager.

In the absence of the museum store manager, the salesperson reports to the President or Vice-President.

As a minimum, the museum store salesperson must maintain current knowledge of the FRRS museum store operating procedures, policies and procedures and the volunteer manual.

This position is vital to the museum and requires patience and strong attention to detail.

List of Tasks:

To promote and manage WPRM store sales and assist visitors and members in purchasing store items. This includes:

- Supporting the established mission of the FRRS
- Knowledge of retail products, Run A Locomotive plans and gift certificates, memberships, donations and any other items being sold through the WPRM physical and on-line store with the goal of driving sales.
- Improving and maintaining the store and its surroundings.
- Assisting with annual inventory.
- Providing feedback and information to the store manager regarding inventory needs, sales trends and new stock ideas.

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- Providing a positive visitor experience.
- Operating in compliance with local, state and federal laws and codes, and for the greatest benefit of the members and visitors.
- Be up to date on job description and duties with knowledge that this document is subject to review and modification by the Board with notification in writing to affected persons.

Other Areas of Responsibility

- Be a source of reliable information to all WPRM visitors and volunteers.
- To help coordinate orders received and properly stock received materials.
- To handle deliveries to the Museum.
- Work with off-site sales programs and committees.
- Maintain good work habits and discipline among store employees.
- Update and maintain sales related aspects of WPRM on-line commerce.
- Other duties as assigned by the museum store manager or President and / or Vice-President.

Activities

- Welcomes customers by greeting them; assisting them.
- Maintain the gift shop. Tasks include arranging items on shelves, making sure that all items have price tags.
- Keep Museum Store area tidy and clean.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards, count donations from various donation boxes on site on a weekly basis or more as needed. Balance cash drawer at start and end of day, completing drawer counts and associated paperwork accurately.
- All paperwork, transactions and documents must be completely accurately and clearly.
- Keep restrooms and trash cans clean.

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- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.
- Refer to the SOP for the Museum Store Operations.
- Other duties as assigned by museum store manager or the President and / or Vice-President.
- Maintain soda machine daily and ensure it is cleaned and operating as per instructions and SOP. This includes stocking ice, clearing drain and checking operation.
- Ensure that all food products are within product use date and appear saleable.
- Accepting material and monetary donations as per museum historical/archive policies.
- Report any malfunctions, order errors and other issues to the President and / or Designated Supervisor as well as appropriate vendor / supplier.
- Directs customers by escorting them to racks and counters; suggesting items and up-selling when the opportunity arises.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.
- Refer to the SOP for the Museum Store.
- Other duties as assigned by the museum store manager, President and / or Vice-President.

Other duties may be assigned as appropriate.

Outcomes/Goals: The volunteer will know the assignments of a museum store salesperson and will have performed them successfully according to acceptable museum policies and procedures

Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage

Record keeping skills (for admissions and marketing)

Organization and planning skills

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Reporting: All volunteers/employees are expected to maintain a time log of hours worked. This log will remain in a location described from time to time by the president. The president, vice-president or general superintendent may request additional reports, such as progress reports.

Time Commitment:

Hours Required

- Approximately 16-30 hours per week.
- Workday is 7 to 7.5 hours with 30 minute unpaid lunch break and 15 minute breaks every four hours worked.
- Museum opens at 10:00 AM, arrival should be at 9:45 AM. Close is at 5:00 PM. Close down procedures should begin at 5:00 PM unless advised to do so earlier by Store Operations Manager, Store Operations Supervisor or President. Salesperson(s) can leave once daily count/paperwork is complete and building secured. Should volunteers remain on the property after salesperson(s) locks up the Museum Store, salesperson(s) should notify one or more of said volunteers they are leaving for the day, and that those volunteers will be responsible for securing the property prior to their departure or retiring for the evening.
- Applicable laws, generally covering any hours beyond 8 in a single day, or 40 in a single week, govern overtime.

Qualifications Needed:

- Previous supervisory experience helpful.
- Ability to work well with diverse populations
- Ability to communicate effectively both orally and in writing
- Knowledge of the Western Pacific Railroad history or willingness to learn
- Knowledge of resources for information on applicable codes and laws
- Understanding of preservation ethics and the history/usages of the FRRS facility
- Be able to work well and effectively with volunteers
- Be able to politely and clearly communicate with visitors and members and provide answers to their inquiries.

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- Ability to create and track budgets and expenses.
- Vendor relationships.
- Capable of strategic planning and problem solving.
- Self-motivated.
- Computer Literacy including use of point of sale systems, MS Word, MS Excel and internet; Listening Skills, Excellent Customer Service Skills, Ability to Meet Sales Goals, Selling to Customer Needs, Product Knowledge, People Skills, Positive Energy Level, Dependability, Math Skills (some accounting knowledge helpful), Excellent Verbal Communication, Job Knowledge.

Training Required

- Store operations
- Orientation to the Western Pacific Railroad Museum’s Policies and Procedures
- Crisis Management Plan or other emergency procedures
- Health & Safety procedures applicable to the Store
- RAL and Museum Store Operations

All volunteers/employees are required to attend the annual training. Volunteer/Employee manager must attend a formal training session and may be required to present the training to store volunteers/employees, along with a focus on proper handling of volunteer duties. Other topics of instructions should include railroad equipment and handling of museum equipment.

Travel Required

- Must be available for special events
- May be required to attend off-site activities

The ability to write neatly and legibly is preferred.

There is one class of the museum store salesperson:

1. Museum Store Salesperson

Other documents:

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- Museum Store Operations Manual
- FRRS Policies and Procedures
- Volunteer Manual

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