

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

JOB DESCRIPTION

TITLE: Symphony Store Associate (Part-Time, Seasonal)

Reviewed: July 2024

FLSA STATUS: Non-exempt

DEPARTMENT: Sales & Marketing

GENERAL SUMMARY

The Store Associate provides exceptional customer service and sales skills as a member of the Symphony Store's sales team. They are responsible for assisting with many aspects of the retail operation, including helping customers in-store and over the phone, completing sales transactions, fulfilling online orders, reconciling cash drawers and performing select stock duties.

This is a seasonal position. Shifts are scheduled in conjunction with concert activity at Symphony Center from September through June. Additional opportunities may be available based on concert schedule additions and/or availability of other Store employees.

The Chicago Symphony Orchestra Association (CSOA) is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Complete sales transactions and refunds in Lightspeed Retail, ensuring accurate payment processing and sales tax collection for each transaction and issuing correct change to customers.
2. Maintain a friendly, helpful and professional atmosphere in the Symphony Store by interacting with customers, offering assistance, responding to queries about products and purchases, providing product recommendations based on customer needs and preferences and keeping the Store neat and organized.
3. Gain and use knowledge of the Store's product offerings and the Chicago Symphony Orchestra's discography to drive sales.
4. Perform select stock duties, including, but not limited to, pricing merchandise, restocking the sales floor and completing annual inventory counts.
5. Ensure accurate cash bag counts at the beginning and end of each shift, securing cash collected in the Store safe at the end of each business day.
6. Assist with order fulfillment for orders placed on [symphonystore.com](https://www.symphonystore.com), ensuring the accuracy of items pulled, appropriate packaging and correct labeling of orders.
7. Help customers over the phone with placing phone orders and redirect calls to appropriate in-house contacts.
8. Assist with setup and sales for CD signings and other sales events at select CSO Classical and Symphony Center Presents concerts.
9. Alert the Store Manager and Assistant Store Manager of any security concerns, including, but not limited to, shoplifting incidents and suspicious activity.
10. Open and close the Store as needed and scheduled.

11. Special projects as assigned.

REPORTING RELATIONSHIPS

1. Direct report to the Assistant Store Manager.
2. Receives regular supervision from the Store Manager and Assistant Buyer.
3. Other contacts include customers, volunteers, subscribers, donors and CSOA staff.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. Classical music experience and/or knowledge preferred.
2. Equivalent retail experience in a non-food setting.
3. Appropriate customer service, communication and sales skills.
4. Attention to detail in all aspects of work.
5. Ability to use a computerized cash register.
6. Accuracy in counting money and merchandise.

WORKING CONDITIONS

Pleasant retail environment. Shifts vary from 6 to 8 hours, scheduled Tuesday through Sunday. Candidates must have evening and weekend availability. Must be able to stand for 4 to 6 consecutive hours while on the sales floor. May be required to lift boxes weighing up to 30 pounds daily. Must be able to perform and communicate during high-volume events.

The above is intended to describe the general content and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.