

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

JOB DESCRIPTION

TITLE: Store Associate (Part Time Seasonal)

Reviewed: April 2023

FLSA STATUS: Non-Exempt

DEPARTMENT: Sales & Marketing

GENERAL SUMMARY

The Store Associate provides excellent 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, reconciling cash drawers and performing select stock duties.

This is a seasonal position. Shifts will be scheduled September–December and February–June. Additional shifts may be available dependent on concert schedule additions and availability of other Store employees.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of 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 through Lightspeed Retail, ensuring accurate payment processing and sales tax collection and issuing correct change.
2. Maintain a friendly, helpful, and professional atmosphere on the sales floor by greeting customers and assisting with their shopping needs.
3. Gain and use knowledge of Symphony Store discography, including recordings by the Chicago Symphony Orchestra and Maestro Riccardo Muti, to assist customers and drive media sales.
4. Sell guest artist merchandise and assist in setting up spaces for CD signings (high volume events) at select CSO Classical and Symphony Center Presents concerts.
5. Perform select stock duties including pricing merchandise, restocking the sales floor and completing semi-annual inventory counts.
6. Help customers over the phone with placing phone orders and redirecting calls to appropriate in-house contacts.
7. Reconcile cash drawer at the end of all closing shifts.
8. Open and close the store as needed and scheduled.
9. Maintain clean and proper appearance of sales floor.

REPORTING RELATIONSHIPS

1. Direct report to Store Manager
2. Receives regular supervision by Store Supervisor
3. Other contacts: customers, volunteers, subscribers, donors and CSOA staff.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

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

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 computerized cash register.
6. Accuracy in counting money and merchandise.

WORKING CONDITIONS

Pleasant retail environment. Shifts vary from 6 to 8 hours, Tuesday through Sunday. Must have evening and weekend availability. Must be able to stand 4 to 6 consecutive hours while on sales floor. May be required to lift boxes weighing up to 30 pounds daily.