



Cedar Bay Entertainment LLC/ Titanic  
Tennessee LLC

## Merchandise Crew Member

---

**Department:** Merchandise

**FLSA Status:** Non-Exempt

**Work Schedule:**

Part Time or Full Time with flexible availability.

**Job Status:** Full Time

**Reports To:** Merchandise Manager

**Amount of Travel Required:** No travel required

**Positions Supervised:** None

### POSITION SUMMARY

This position is responsible for maintaining outstanding customer service as per Company standards, generating sales, merchandising, and safeguarding company assets.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Essential Functions Statement(s)

- Greet customers and determine what each customer wants or needs.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
- Connect merchandise with knowledge of Titanic passengers in sales strategy.
- Calculate sales prices, total purchases and receive and process cash or credit payment.
- Strategizing to meet assigned sales targets in the given period of time.
- Answer questions regarding the store and its merchandise.

- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Maintain records related to sales.
- Demonstrate use or operation of merchandise.
- Prepare merchandise for purchase.
- Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
- Exchange merchandise for customers and accept returns.
- Clean shelves, counters, and tables.
- Help customers try on or fit merchandise.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
- Bag or package purchases, and wrap gifts.

## POSITION QUALIFICATIONS

### Competency Statement(s)

- **Accountability** - Ability to accept responsibility and account for his/her actions.
- **Adaptability** - Ability to adapt to change in the workplace.
- **Attendance** - This competency evaluates attendance. Call-in times for absences is at least one hour prior to the scheduled starting time
- **Communication, Oral** - Ability to communicate effectively with others using the spoken word.
- **Conceptual Thinking** - Ability to think in terms of abstract ideas.
- **Customer Oriented** - Ability to take care of the customers' needs while following company procedures.
- **Persuasive** - Ability to influence others to change position or to adopt a specific point of view.
- **Punctuality** - A demonstration of promptness and timeliness.
- **Reliability** - The trait of being dependable and trustworthy.
- **Safety Awareness** - Ability to identify and correct conditions that affect employee safety.
- **Sales Ability** - Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- **Self Motivated** - Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.
- **Team Builder** - Ability to convince a group of people to work toward a goal.
- **Working Under Pressure** - Ability to complete assigned tasks under stressful situations.

## **SKILLS & ABILITIES**

**Experience:** Six months to one year of related experience

**Computer Skills:** Basic Computer Skills

### **Other Requirements**

- Excellent Customer Service Skills
- Personable
- Basic Mathematic Skills
- Basic Cleaning Skills
- Interpersonal Skills

### **Physical Requirements**

- Ability to stand and walk for extended lengths of time
- Ability to lift or carry a minimum of 30 lbs.
- Ability to maneuver in small, confined spaces.
- Ability to reach above shoulders.
- May be required to use a stepping stool to reach overhead.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Titanic Museum Attraction has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the crew member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Titanic Museum Attraction reserves the right to change this job description and/or assign tasks for the crew member to perform, as it may deem appropriate.