



## **RETAIL ASSOCIATE-PERMANENT**

**Position Description  
County of Porter, Indiana**

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<b>POSITION:</b>	Retail Associate - Permanent Part-time
<b>DEPARTMENT:</b>	Indiana Dunes Tourism Beaches & Beyond Gift Shop (IDT)
<b>WORK SCHEDULE:</b>	8 to 29 hours weekly – weekend availability is required. Need flexibility to cover additional shifts as needed.
<b>VISITOR CENTER HOURS:</b>	Open every day Memorial Day - Labor Day, 8:00am – 6:00pm Open every day Labor Day - Memorial Day, 8:30am – 4:30pm Closed on New Year's Day, Thanksgiving Day and Christmas Day
<b>JOB CATEGORY:</b>	Clerical / Retail
<b>STATUS:</b>	Permanent Part-Time
<b>FLSA STATUS:</b>	Non-Exempt Hourly
<b>DATE WRITTEN:</b>	April 2024
<b>DATE REVISED:</b>	N/A

To perform in this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Porter County Government is an Equal Opportunity Employer.

## **POSITION DESCRIPTION**

The Retail Associate ensures that potential customers have a receptive and informative experience in the Indiana Dunes Visitor Center by providing excellent customer service and presenting a pleasing retail experience.

This position will assist in inventory management, customer service, stocking, light cleaning, answering phones, operating a point of sale register, and actively selling merchandise.

## **LOCATION**

The Retail Associate spends much of their working time in the storefront of the Indiana Dunes Visitor Center located at 1215 N State Road 49, Porter, Indiana. The Retail Associate may also help with events offsite.

## **POSITION RESPONSIBILITIES**

- Greet and assist potential customers.
- Answer questions about merchandise.
- Answer telephone calls and answer questions.
- Assist in the labeling, inventory management, and stocking of merchandise.
- Run merchandise sales through the point of sale register, maintain operation records, open and close the storefront and prepare daily transactions records.
- Generate shift, daily, weekly, and monthly reports.
- Keep the Beaches & Beyond Gift Shop clean and organized.
- Ensure that shipping and receiving procedures are followed.
- Prepare, work and tear down external marketing events, if needed.
- Answer general questions about Porter County (Indiana Dunes Country).
- Ensure that shipping and receiving procedures are followed.
- Maintain and organize stored materials and merchandise.
- Assist in the training of new staff members as needed.
- Assist Indiana Dunes Tourism staff as required.
- Perform data entry, complete projects, and utilize Internet resources.
- Provide additional clerical duties and shift coverage as needed.
- Attend training sessions as scheduled.
- Attend staff meetings as scheduled.
- Record hours worked in the payroll system.
- Represent Indiana Dunes Tourism at events.
- Other duties as assigned.

## **POSITION REQUIREMENTS**

- Applicants must be at least 16 years of age.
- Willingness to learn the responsibilities of this position.

- A professional appearance with a friendly and courteous manner.
- Ability to learn and utilize electronic point of sale systems, input data entry and run electronic reports.
- Must have the basic math skills and the ability to count currency.
- Ability and initiative to work independently and within a team environment.
- Must work respectfully with all IDT and National Park staff.
- Ability to listen to and understand questions, problems, and situations.
- Demonstrate computer experience with competency in Google email, docs and sheets. May utilize the internet, new software, and equipment as needed.
- Ability to lift 30+ lbs on a regular basis.
- Ability and willingness to acquire the knowledge to handle the responsibilities meticulously.
- Basic knowledge of roads, attractions and businesses within Porter County.
- While personal time is greatly respected, there may be situations that require additional coverage and rearranged work hours throughout the year. This includes weekends and holidays.

## **DRESS CODE**

- IDT follows the Porter County Employee Handbook dress code but allows a more business casual approach.
- Employees are expected to dress appropriately, and as such, shorts, casual t-shirts, gym shoes, rubber flip flops, and crocs are prohibited unless an exception is given.
- Clothing should fit appropriately and without exposing midriffs or underwear. Staff should dress according to the calendar.
- Employees immediate supervisors are authorized to judge employee attire and may require a change of attire. This includes sending the employee home to change on the employee's time. This time must be made up or compensated through time off by the employee.
- There will be occasions such as board of directors meetings and other important meetings when employees will be required to dress in business attire
- Employees conducting organizational business outside the office will respect the dress code of the other organization.
- Employees receive an annual uniform allowance for branded logo or spirit wear.
- Name tags are to be worn unless instructed otherwise

## **PHYSICAL EFFORT AND WORK ENVIRONMENT**

The Retail Associate performs duties in a standard office environment and on occasion, outdoors or off site (for events). There is repetitive lifting of merchandise used to stock the retail shelves. Duties also require standing and sitting for extended periods of time. Light housekeeping in the gift shop is required and may be required within the IDT building.

## **PERSONAL WORK RELATIONSHIPS**

The Retail Associate maintains frequent communications with:

- Members of the public.
- Indiana Dunes Tourism board and staff.
- Indiana Dunes National Park staff.

The Retail Associate reports directly to the Retail Manager.

## **BACKGROUND CHECK**

Prior to employment, an authorization form must be completed to allow Indiana Dunes Tourism to conduct a professional background check that may include credit check, national and state criminal check; valid driver's license check; education and professional credentials check; and performance references check.

## **INFORMATION RESOURCES**

- Activities Guide
- Outdoor Adventure Guide
- Indiana Dunes National Park map
- Indiana Dunes State Park map
- Indiana Dunes Tourism website ([www.indianadunes.com](http://www.indianadunes.com))
- Other guides, websites and newsprintings

## **LICENSE / CERTIFICATION NEEDED**

Valid driver's license and demonstrated safe driving record.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Beaches & Beyond Retail Associate for Indiana Dunes Tourism describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined? Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant / Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director name and title

\_\_\_\_\_  
Date

