



U.S. Senate  
Office of the Secretary

## **HUMAN RESOURCES**

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### **Vacancy Announcement**

**POSITION:**

**SALES ASSOCIATE**

**DEPARTMENT:**

**Gift Shop**

**SUMMARY:**

See Attached Position Classification

**SALARY RANGE:**

**\$36,518 - \$56,601**

**CONTACT:**

Human Resources  
Room SH-231B Hart Building  
Fax: 202-228-3603

**POSTING DATE:**

**July 1, 2010**

**DEADLINE FOR  
APPLICATIONS:**

**July 15, 2010** Applications will NOT be accepted after 6:00 p.m.  
Fax or hand deliver applications. Do NOT mail. No phone calls please.

**\* New \* E-mail your submission to [resumes@sec.senate.gov](mailto:resumes@sec.senate.gov).  
Put the title of the position you are applying for in the Subject of  
your e-mail. If you do not reference the position you are applying  
for in the subject of your e-mail, your information may not be  
forwarded for further consideration.**

All applicants should submit a Secretary of the Senate Application for  
Employment with a cover letter and current resume to the Human Resources  
Department at the above address. Qualified candidates will be contacted if  
selected for an interview.



## **SALES ASSOCIATE**

**Department:** Senate Gift Shop

**Reports to:** Retail and Warehouse Supervisor, Senate Gift Shop

### **NATURE OF WORK**

This is retail customer service work assisting customers with requests and purchases in the Senate Gift Shops and assisting with the maintenance of store and warehouse inventory. Work includes assisting customers, processing cash and credit card transactions, and maintaining stock levels in stores and warehouse. Work is bound by standard office policy and procedure.

### **ESSENTIAL FUNCTIONS**

Assists customers with gift selection, special requests, inquiries, purchases and returns; informs customer of custom options, shipping, engraving, and additional product information; resolves customer complaints; and processes mail orders transacted by phone or in person.

Processes cash and credit card transactions; provides customers with receipt and return policy; counts back change to customer; determines shipping charges; and prepares items to ship to customer.

Maintains stock levels and verifies on-hand inventory; notifies warehouse personnel of need for additional merchandise; organizes merchandise displays; and ensures display cases are kept clean.

Assists with warehouse inventory, shipping, and receiving as needed or directed by management; and may provide assistance with engraving services as needed or during peak engraving periods.

Performs other duties as assigned.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Work is performed in a retail store and/or warehouse environment and involves everyday risks or discomforts which requires normal safety precautions when operating equipment and performing the work. Work may require frequent walking, standing, bending, heavy

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*The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.*

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Code:

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lifting, carrying items 25-50 pounds and physical dexterity to climb ladders with boxes of merchandise. Warehouse work exposes employee to dust, paper cuts and splinters.

**MINIMUM QUALIFICATIONS**

Work requires a High School Diploma or G.E.D., with one to three years of retail, customer service and/or warehouse, inventory experience; or an equivalent combination of education and experience that provide the following knowledge, skills and abilities:

Knowledge of store merchandise and its warehouse storage location.

Ability to accurately process cash and credit card transactions.

Ability to operate cash registers and inventory tracking equipment.

Ability to deal with others using tact and diplomacy.

Ability to read, comprehend and follow rules, regulations, procedures, functions and instructions.

Ability to provide prompt and courteous customer service.

Ability to use discretion in the resolution of customer problems.

Ability to use computer and relevant computer software packages.

Ability to communicate effectively, both orally and in writing.

**LICENSES, CERTIFICATION AND OTHER REQUIREMENTS**

None.

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PB: 3

FLSA: Non-exempt

7/1/2010