



U.S. Senate
Office of the Secretary

HUMAN RESOURCES

Vacancy Announcement

POSITION: SALES ASSOCIATE/ENGRAVER

DEPARTMENT: Senate Gift Shop

SALARY RANGE: \$37,252 - \$57,739

CONTACT Applications for the position must be submitted online; see the link below. If you need an accommodation to submit an application for this position, please contact Human Resources at 202-224-3625 or stop by the Human Resources office at SH231B.

FEDERAL RELAY SERVICE Speech/Hearing impaired persons may contact the Federal Relay Service at 1 (800) 877-8339 TTY

POSTING DATE: September 24, 2015

DEADLINE FOR APPLICATIONS: October 8, 2015 Applications will NOT be accepted after 11:59 p.m.

The new online application can be found in the Employment section of Senate.gov - <http://www.senate.gov/employment>.

All applicants should complete a Secretary of the Senate Application for Employment and attach a cover letter and current resume to the Human Resources Department at the link listed above. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.

VETERANS' PREFERENCE: Hiring for this position will be governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995. Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Secretary of the Senate and who are disabled or who have served on active duty in the Armed Forces during certain specified time

periods or in certain military designated campaigns (“veterans”) may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans’ preference if the veteran cannot claim his or her veterans’ preference.

To be eligible for a veterans’ preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans’ Preference, which may be obtained by visiting:

http://www.senate.gov/employment/resources/pdf/SOS_VeteransPreference.pdf.

If claiming a veterans’ preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans’ Preference along with the supporting documentation specified on that form. If the Office of the Secretary of the Senate does not receive the Application for Veterans’ Preference and supporting documentation by the closing date, the applicant’s claim for a veterans’ preference may be denied.

Applicants may obtain a copy of the Office’s Veterans’ Preference in Appointments policy by submitting a written request to vets@sec.senate.gov.

Individuals who are entitled to a veterans’ preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the Office of the Secretary of the Senate’s obligations and efforts to provide veterans’ preference to preference-eligible applicants in accordance with the VEOA. An applicant’s status as a disabled veteran and any information regarding an applicant’s disability, including the applicant’s medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran’s status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans’ preference.

All applicants should submit a Secretary of the Senate Application for Employment (and, if applicable, Application for Veteran’s Preference and supporting documentation specified on that form), cover letter and current resume to the Human Resources Department at the above address. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.

**UNITED STATES SENATE
OFFICE OF THE SECRETARY**



SALES ASSOCIATE/ENGRAVER

Department: Senate Gift Shop

Reports to: Gift Shop Operations Manager

NATURE OF WORK

This is retail, engraving, and customer service work assisting Senate staff and customers with gift items. Other duties include, assisting with the maintenance of store and warehouse inventory. Work is bound by standard office policy and procedure.

ESSENTIAL FUNCTIONS

Fulfills engraving orders for the Senate Gift Shop; determines ability to engrave on various items due to size/shape of item and composition of item; prioritizes engraving orders; adjusts engraving equipment and computer settings to process engraving requests; consults with front office with questions regarding order; maintains engraving files; coordinates with vendor to have artwork digitized; maintains files of digitized information; and returns completed orders to front office for final processing.

Performs functions of sales associate; provides customer service to patrons of the store; and processes cash and credit card transactions provides customers with receipt and return policy, counts back to customer, determines shipping charges, and prepares items to ship to customer. 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.

Tracks inventory of merchandise and notifies warehouse personnel and front office of reordering needs; and assists Inventory Control Specialist with warehouse responsibilities for all Gift Shop merchandise.

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 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. Engraving work is with some mild chemicals that have a small amount of fumes.

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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MINIMUM QUALIFICATIONS

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

Ability to provide prompt and courteous customer service and resolve customer problems.

Ability to deal with others using tact and diplomacy.

Ability to use engraving equipment and applicable computer software.

Knowledge of graphics design techniques and computer software.

Ability to operate engraving equipment and various retail and office equipment to include cash registers and inventory tracking equipment.

Ability to use creativity and originality when interpreting engraving requirements.

Ability to follow departmental rules, regulations, procedures and functions.

Ability to use computer and relevant computer software packages.

Ability to communicate effectively, both orally and in writing.

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.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

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.