



The Richard Nixon Foundation is a Not For Profit 501(c)3 corporation, located in Yorba Linda, California. The Foundation's mission is to encourage and support study of the life and times of Richard Nixon and promulgate his legacy through its programs and exhibits at the Richard Nixon Presidential Library and Museum in Yorba Linda, California.

The Foundation is looking for Guest Services Associates. The Guest Service Associate is a key element of the front-facing team at The Richard Nixon Presidential Library and Museum. This is a part-time position including weekends, holidays, and some nights. Must have a retail background (hospitality background is a plus), an enthusiastic personality, a positive attitude, be a critical thinker, possess finely attuned listening skills, and enjoy interacting with guests and visitors from around the world.

Please email the attached Employment Application, along with a Resume to our Director of Human Resources Kristi Lewis at [kristi@nixonfoundation.org](mailto:kristi@nixonfoundation.org). We will be accepting applications through June 23, 2020.

Position: Guest Services Associate  
Status: Part Time, Hourly, Commission  
Hours: Up to 29 hours/week  
Wage: \$14.50/Hour  
Report To: Museum Store Manager

#### Duties and Responsibilities:

- Warmly and professionally welcome and greet guests and visitors to the Nixon Library, with a smile on your face.
- Handle all POS system needs of registering guests for their visit to the Museum, gardens and grounds.
- Ascertain guests' needs and guide guests to merchandise options as they enter the Library's boutique gift shop. Describe merchandise and explain use and operation while encouraging purchases.
- Operate cash registers, performing such tasks as counting paper monies, separating charge slips, coupons, vouchers, and balancing cash drawers. Prepare sales slips or sales contracts. Compute sales prices, total purchases and receive and process cash or credit payments.
- Ensure, with other Guest Services Associates, a clean gift shop environment devoid of clutter.
- Answer concierge-style telephone calls for general information and phone orders.
- Direct guests to appropriate museum staff for assistance with questions and special requests.
- Several times daily, clean shelves, counters, merchandise, and display tables. Maintain sanitary conditions while restocking.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices. When asked, inventory stock and requisition new stock.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires. Prepare merchandise for purchase. Elegantly bag or package purchases and wrap gifts.
- Watch for and recognize security risks and thefts and know how to prevent or handle these situations.
- On rotation with coworkers: Regularly keep coffee warm and fresh; restock and rotate packaged food items for sale; wipe and maintain cleanliness and quality of tables and counter spaces; and spot clean. Practice safe-food handling techniques.
- When required, process guest check-in and operate POS systems for mission-based programs and events hosted by the Nixon Foundation.

- When required, serve as a station monitor to ensure guest capacity limits are followed throughout the Museum.
- When required, serve as an informational guide if necessary.
- Assist with other department needs if requested.

#### Qualifications, Requirements & Education:

- Proven work experience in retail sales
- Hospitality experience a plus.
- Detailed knowledge and understanding of retail
- Familiarity with the concept of needs awareness and consumer behavior principles
- Knowledge of inventory and inventory stocking procedures
- Basic math skills
- Proven record of punctuality
- Track record of achieving sales quotas
- Excellent communication skills, capable of building trusting relationships
- Excellent customer service skills including dealing with difficult and rude patrons
- Familiarity with the local area with the ability to provide directions and maps to local attractions
- Extroverted personality
- Ability to perform in fast-paced environments
- Flexibility to work various shifts
- High school degree or equivalent

#### Working Conditions:

- Indoor front desk and retail environment

#### Physical Demands:

- Standing and walking for extended periods of time.
- Visual acuity including color vision.
- Read handwritten documents and other records or reports.
- Should be able to lift a minimum of 25 pounds.
- Dexterity of hands and fingers.
- Hearing and speaking to exchange information in person or on the telephone.
- Reaching overhead, above the shoulders and horizontally to retrieve and file materials.
- Bending at the waist, kneeling or crouching.
- Be able to stand for 6-8 hours shifts, use a stepladder to reach items 6-8 feet off the floor, lift up to 50 pounds.