



JOB TITLE: Sales Associate  
DEPARTMENT: Gallery  
REPORTS TO: Gallery Manager

#### **GENERAL DESCRIPTION:**

The Volcano Art Center (VAC) is a non-profit organization that operates a gallery in Hawai'i Volcanoes National Park and has offices and educational facilities in Volcano Village. The gallery is located in the historic 1877 Volcano House near the Kilauea Visitor Center. The gallery represents local and national artists who are or have been inspired by the natural and cultural environment of the Kilauea region of Hawai'i Island.

Sales Associates handle all aspects of daily sales of artwork at the Volcano Art Center Gallery as well as interpret the building to visitors. Sales Associates provide information on the art, artists and merchandise displayed, and contribute to the overall Park Visitor experience. Sales Associates represent the Volcano Art Center and the National Park Service and support the mission and vision of both organizations.

**Please Note:** This is a part-time sales position.

#### **RESPONSIBILITIES AND DUTIES**

1. Meets, greets, and welcomes visitors to the gallery in a courteous and helpful manner.
2. Creates a comfortable atmosphere for a positive visitor shopping experience, utilizing superior retail sales and customer service skills.
3. Acquires knowledge of the artists represented in the gallery including their background, techniques and media; this requires continuous learning and independent study of techniques and terms.
4. Acquires knowledge of the history and structure of the historic 1877 Volcano House Hotel that houses the VAC Gallery and provides interpretation of the historic site to visitors. To better serve visitors, acquires knowledge of the Volcano area and of Hawai'i Volcanoes National Park.
5. Accurately records sales and memberships and inputs data into computer. Follows up with sales in progress; contacts artists, updates customers by phone or email and fills orders as sales confirmation or additional art work is received. Completes all necessary paperwork by the close of each business day.
6. Accepts delivery of merchandise, properly handles invoices, and prices merchandise as directed by Gallery Manager. Arranges merchandise for display and properly stores back stock.
7. Answers the telephone in a courteous and helpful manner.
8. Properly packages sold merchandise to meet the travel needs of customers
9. Alerts Gallery Manager when supplies are needed or repairs need to be made to the premises.
10. Performs housekeeping to maintain the gallery; this requires following a daily, weekly and monthly housekeeping schedule and includes the whole facility.
11. Observes and adheres to schedules, policies and procedures as prescribed by the Gallery Manager and the Executive Director and as outlined in the organization's Personnel Policies and Procedures.
12. Maintains at all times a professional relationship with customers, artists, vendors, other VAC staff, National Park employees, and the Volcano community.
13. Promotes VAC programs and events as well as the organization's mission.

14. Maintains professional and appropriate standards of appearance, hygiene and dress.
15. Performs other such duties normally inherent in a position of this nature and others as may be assigned by the Gallery Manager and/or Executive Director.

**MINIMUM REQUIREMENTS:**

- Excellent people skills, including the ability to work within a team framework and to communicate effectively and nurture interpersonal relationships
- Knowledge of and ability to use point-of-sale retail software, email, and other retail sales technologies
- Strong attention to detail
- Passion for the arts and the missions of the Volcano Art Center and HVNP
- Excellent oral communication and retail sales skills
- Two years professional work experience, including at least two years retail sales experience

**DESIRABLE QUALITIES:**

The ideal candidate will have strong retail sales experience, plus marketing, art, and/or interpretive experience; have excellent interpersonal and verbal communication skills; experience working with a nonprofit arts organization; a strong interest in the visual and/or fine arts and knowledge of Hawaii's multi-ethnic culture; the ability to work a flexible work schedule that may vary from week-to-week; and be an enthusiastic team player. Interest in the history of Hawai'i and the Kilauea region, cultural sensitivity and working knowledge of the Hawaiian language is helpful.

**ADDITIONAL NOTES:**

The starting pay for this position is \$10.10/hour plus commission on sales that meet or exceed sales goals after an introduction/training period. Immediate opening for two days/week, however more shifts may become available. Applicants for this position will be subject to a background check.

**APPLICATION PROCEDURES:**

**Submissions Should Include:**

- A cover letter describing your qualifications and why you are the ideal candidate for this position
- A resume with three references, including complete contact information and a statement of the relationship (i.e. former supervisor, former co-worker, etc.)
- If you have strong database and/or packing and shipping experience (see Additional Notes above), please indicate this on your cover letter and include relevant information on your resume.

Applications without the required materials will not be considered. Applications will not be returned.

Applications may be submitted by mail or by email. No phone calls please.

Mail applications to: Volcano Art Center, Attn: Sales Position, P.O Box 129, Volcano, HI 96785

Email applications to: [gallery@volcanoartcenter.org](mailto:gallery@volcanoartcenter.org). Insert 'Sales Position' in the subject line.