



<b>What's Your Engagement Title</b>	<b>Mind Power Purveyor</b>	<b>FLSA Class</b>	Non-Exempt
<b>Traditional Job Title</b>	Retail Clerk	<b>Type</b>	Regular, Part-Time, Hourly
<b>Reports to</b>	Sr Mgr of Retail Ops	<b>Travel</b>	Possible local mall/Midtown/E Mkt
<b>Department</b>	Retail Services	<b>Note</b>	Must work weekends and evenings



**OUTCOME ACCOUNTABILITY: EMBODY MISCI AS A SPARK HUB & NEIGHBOR FOR OUR GUESTS, OUR PARTNERS AND OUR FELLOW TEAM MEMBERS. WE VALUE AND CREATE SPARKS OF IMAGINATION AND CREATIVITY WITH STEM; WE VALUE OUR ROLE AS A HUB AND FOR HANDS-ON, TRANSFORMATIVE EXPERIENCES THAT INSPIRE CONFIDENCE AND DISCOVERY AND WE ARE A MAGNET FOR STEM EXPLORERS, KID AND ADULT; WE VALUE OUR ROLE AS A NEIGHBOR TO OUR VISITORS AND TO EACH OTHER, CREATING AN ENVIRONMENT OF WELCOME, SUPPORT, AND DYNAMIC CREATIVITY. YOU ARE THE MIND POWER PURVEYOR, DEMONSTRATING TO GUESTS HOW THEY CAN INCREASE THEIR KNOWLEDGE THROUGH PURCHASES YOU INSPIRE.\***

**DISPLAY PASSION AND ENTHUSIASM WHEN DESCRIBING EACH SCIENCE CENTER AMENITY AND PROGRAM AND PERFORM THESE CORE ROLES:**

- Demonstrate products in our retail store, free-standing kiosks, point-of-purchase displays and special exhibits, festivals, and markets (ex: Somerset/Arts, Beats & Eats/Jazz Fest).
- Increase per capita sales on each transaction by suggesting up sell items.
- Build goodwill by cheerfully handling unexpected events, such as accidentally broken items, or unusual guest requests.
- Rarely spend time “behind the counter,” but rather interacting with each and every guest
- Handle every cash and credit card transaction with a broad smile and a comment on how much fun the buyer will have or how much he or she will learn from the purchase.
- Demonstrate impeccable ethics and financial discipline.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

- High school diploma required.
- Back count change from \$100/\$50/\$20/\$10/\$5/\$1 bills while smiling and making frequent eye-contact w/customer.
- Speak and write clearly in English
- Must not have legal restrictions on working w/children.

**Preferred Skills:** Merchandise display and artistic skills; ability to deal with stressed-out and sticky people and still keep a smile.

**PHYSICAL DEMANDS:** WALK ~5-8 MILES/DAY, LIFT ≤40 LBS. FREQUENTLY, AND STAND ~6-8 HRS/DAY, WITH FREQUENT KNEELING, BENDING, TWISTING; HANDLE MONEY AND CREDIT CARDS ETHICALLY AND HONESTLY. WE HAVE A HANDICAPPED-ACCESSIBLE FACILITY WITH ELEVATORS AND RAMPS AND WILL ACCOMMODATE AS NEEDED UNDER AMERICANS WITH DISABILITIES ACT. WE ARE AN EQUAL-OPPORTUNITY EMPLOYER.

**\*HOW DO YOU CREATE MOMENTS TO IGNITE A SPARK, BUILD ATTRACTION TO OUR HUB, AND BE A NEIGHBOR FOR MISCI:**

- You Ignite SPARKs when you smile at every guest who is within 10’ of you.
- You attract people to our HUB when you suggest a different way of using a toy, tool, or kit.
- You are a NEIGHBOR when you greet a wheelchair-bound, elderly visitor by asking “What’s the coolest scientific change you’ve seen in your lifetime?”

Reviewed By:	Nikki A. Higgins	Date:	March 2, 2016
Approved By:	John Anderson	Date:	March 2, 2016