



About the Organization

Anza-Borrego Foundation (ABF) is the official nonprofit partner of Anza-Borrego Desert State Park. We provide financial support for Park programs, acquire land for conservation in and around the Park, educate the public about the Park's resources and support research relevant to our region. Through the sale of interpretive products at our retail stores, ABF supports education and interpretation of this unique desert ecosystem.

Position Summary

Assists with the daily retail operations of the State Park Stores. Educates the public about Anza-Borrego Desert State Park and the Anza-Borrego Foundation. This is a seasonal position which will span November 1, 2021 – May 31, 2022. Hours will range from 24-32 per week. Payrate will be \$13.50-\$14.00 per hour. Remote work is not available for this position.

Essential Duties and Responsibilities:

Responsible for cash handling and customer sales.

Tag merchandise and maintain a fully stocked store.

Answer questions and give guidance to visitors to help make the most out of their visit to Anza-Borrego Desert State Park in accordance with Park rules.

Execute opening and closing procedures, prepare daily deposit.

Assist with online order fulfillment and processing.

Other Skills and Abilities:

Act as first point of contact by welcoming customers entering the store.

Ensure a high level of customer satisfaction through excellent sales service.

Maintain outstanding store conditions and visual merchandising standards.

Provide customers with product information and answer questions.

Keep up to date with product information.

Support Retail Manager in making new orders.

Receive and tag merchandise.

Answer questions about Anza-Borrego Foundation's programs and membership.

Maintain regular/predictable attendance record.

Have ability to get along and work well with others.

Assist with restocking the Visitor Center.

Assist with book signing and fundraising event coordination.

Participate in retail meetings.

Keep up to date with park information.

Physical and Emotional Demands:

Maintain a friendly and positive demeanor.

Adhere to COVID guidelines set forth by both Anza-Borrego Foundation and CA Parks Department.

Supervisory Responsibilities:

This job has no supervisory duties.

Measures of Performance:

The Sales Associate shall be considered to be performing in an acceptable manner when the following have been accomplished:

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate

