

NORTHWEST MARITIME CENTER

Port Townsend, Washington



Job Description: Wooden Boat Chandlery Retail Associate

The Chandlery Retail Associate is out in front of the customers and is responsible for providing a great first point of contact for the casual visitor. The Chandlery is a lively environment with an expectation that the Retail Associate will have a general knowledge of the Northwest Maritime Center and the wide range of programs we provide.

Primary Responsibilities:

- Opening and closing responsibilities of the Chandlery.
- Assist with managing volunteers.
- Receive inventory.
- Help Chandlery Manager with annual inventory.
- Provide excellent customer service.
- Create displays and work floor inventory to maximize sales.
- Perform shipping and handling when needed.
- Operate Point of Sale system.
- Assist with placement of orders, refunds, or exchanges.
- Take payment information and other pertinent information such as addresses and phone numbers.
- Answer questions about warranties or terms of sale.
- Assist with physical inventory of merchandise.
- Suggest solutions when a product malfunctions.
- Inform customer of deals and promotions.
- Register customers for campus classes and programs.
- Work sales tents and store during Wooden Boat Festival, Race to Alaska, and Seventy48 – These events require full staff participation and additional hours worked.

General Operations

While this position's primary responsibility is in retail, the Chandlery Sales Associate will work as part of the NWMC team to ensure smooth operations for the organization as a whole. This could include providing information to visitors to the Maritime Center and helping out in projects and events that require all-hands-on-deck, to helping tie up a vessel coming into our dock because you happen to be standing there. We all pitch in for the heavy lifting now and then—sometimes this is metaphorical; occasionally we all have to actually help lift something heavy.

Minimum Qualifications

- High School Diploma
- Great customer service
- Detail oriented

Preferred Qualifications

- Retail experience

Position is part-time

Offices are located at 431 Water St., Port Townsend, WA 98368

Position title: Wooden Boat Chandlery Sales Associate

Reports to: Chandlery Manager, Anna Waters

Wage: Non-exempt – range: \$12 - \$13, DOQ

20-22 hours/week

Please send resume to:

Anna Waters

anna@nwmaritime.org

360 385-3628 ext.118