



TR Medora Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Job Description: Medora Information Center Attendant

Non-Exempt: Hourly worker and **Summer Seasonal Worker**

Position Summary:

Information Center Attendants are responsible to learn product information, sell merchandise, operate cash registers, and assist customers to provide the customers with a great Medora shopping experience; at times may also assist in intake of customer service requests: making or changing reservations to Medora Musical or other entertainment areas of town. Provide information to callers and customers.

Essential Job Functions:

- Participate in staff training, including safety training.
- Promote sales of TRMF events and services by providing all customers with complete information, and showing enthusiasm for these offerings.
- Lead by example. Give each guest excellent service and follow all TRMF policies and procedures.
- Stay informed about Medora events and activities, participate in communication meetings of this information when shared to all Call Center/Retail employees.
- Report any computer system problems to manager early to keep everything running smoothly. Be sure to not overbook and be sure to make correct dates on ticket sales.
- Ensure the working environment is kept clean and organized by dusting and vacuuming, mopping, washing the windows and doors, and straighten the merchandise (etc)
- Communication with retail manager and assistant manager.
- Information Center attendants are responsible for the running of the cash register and ensuring the proper check-out process is followed; including opening and closing of Information Center.
- Replenish the supply of gift shop items that are under stocked.
- Greet customers and offer assistance.
- Become familiar with the products and share knowledge with customers.
- Inform the customers about purchasing incentives.
- Notify customers about the attractions in Medora, including the Medora Musical.
- Be available to work shifts at the Medora Musical retail establishments, and other positions up at the Musical.

Other Responsibilities:

- All other duties as assigned by the Retail Director and call center manager.

ADA Requirements

- Continuously
 - Talking
 - Hearing
 - Eye/Hand Coordination
 - Repetitive use of hands/arms
 - Grasp
 - Visual acuity to: determine accuracy, details and transcribe data, determine neatness and thoroughness of work assigned, and determine safety of workplace surroundings for themselves and guests. Close proximity of computer software.
- Occasionally
 - Push
 - Pull
 - Stoop
 - Bend
 - Lift up to 25 pounds
 - Carry up to 25 pounds
- Environmental Conditions
 - Continuously working indoors, with doors open to outdoors.
 - Doors to Information Center remain open, bugs are subject to enter workplace.
 - Continuously working with others.
 - Continuously working alone.
 - Occasionally working outside in hot conditions when working at the Medora Musical.

Qualifications and Education Requirements:

- Must be friendly and pleasant.
- Must be knowledgeable in the operations of cash registers and credit card machines.
- Must possess knowledge of retail or be willing to learn. Previous retail experience preferred, but not required.
- Must be fluent in English, other languages a plus.

Supervision:

- This is not a supervisory role
- This position reports to the Retail Manager and Call Center Manager.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.