



## Retail Operations Assistant

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**Position:** Retail Operations Assistant

**Location:** Theodore Roosevelt National Park, Medora, North Dakota

**Reports to:** Executive Director

**Status:** Full Time Year-Round

**Salary Range:** \$24/hour to \$28/hour dependent on experience

**Benefits:** Health Insurance Plan (100% Individual Company Paid), Yearly Vision Stipend, Vacation and Sick Leave, Simple IRA, Paid Holidays

### Mission Statement

Providing support, services, and educational merchandise to enhance the visitor experience and enjoyment through historical, scientific, and educational activities at Theodore Roosevelt National Park and Knife River Indian Villages National Historic Site.

### Job Summary

The Retail Operations Assistant will perform a variety of duties related to helping TRNHA achieve its mission including:

1. Managing staff and inventory at all visitor center locations.
2. Providing daily fiscal support (deposits, accounting for money).
3. Composing articles and content for TRNHA's newsletter, social media, and webpage.
4. Planning and implementing TRNHA marketing campaigns.
5. Providing information and customer service at all sales locations.
6. Assisting with planning and implementation of special events and activities.
7. Assisting with office tasks including but not limited to answering phones, maintaining files, receiving and preparing mail, cleaning, and more.

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### Basic Qualifications

1. Strong computer skills and a willingness to learn new software.
2. Experience managing social media and websites for an organization.
3. Ability to work independently, with minimal supervision.
4. 1 to 2 years of customer service experience.
5. 1 to 2 years of retail experience.
6. Must be able to multi-task and work in a fast-paced environment.
7. Must have a valid US driver's license and a favorable driving record.
8. Availability to work weekends from March through October is required.



**Primary Responsibilities** The following duties are typical for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

### **Store and Inventory Operations**

1. Operating visitor center sales outlets involves providing visitor information, processing sales transactions, completing opening and closing procedures, and generating end-of-day reports.
2. Assist with operational activities such as staff supervision, displays, signage, and promotions at all store locations.
3. Manage the Painted Canyon Visitor Center during the busy season, including setting up and taking down displays, ensuring inventory is accounted for, overseeing employees assigned to work at Painted Canyon, and assisting with general operations.
4. Provide customer service in person or by telephone offering information related to visitor center services, facilities, activities, locations, distances, merchandise, charges/fees, procedures, and other issues. Employee will also be responsible for directing visitors to points of interest within the park and surrounding area, as well as providing information regarding programs offered by TRNHA and the National Park Service.
5. Receive and process merchandise shipments promptly, using point of sale software and inventory management systems.
6. Assist with store operations by receiving merchandise, unpacking and storing incoming goods, removing items from shelves, and affixing price labels and tags to merchandise.

### **Media and Marketing Duties**

1. Maintain TRNHA's online sales outlet by updating merchandise, processing orders, and keeping records of all online, mail, and wholesale orders.
2. Generate, edit, publish, and share content that fosters meaningful connections and encourages community members to engage in TRNHA's mission.
3. Develop and update website content while maintaining TRNHA's website.
4. Compose monthly e-newsletters.
5. Manage TRNHA photo archives using Adobe Lightroom

### **Membership Management**

1. Promote TRNHA's mission through the management of our membership program.
2. Oversee membership campaigns, on-site sales, direct mail, and media marketing.
3. Maintain our membership database and communicate with members.
4. Observe and analyze member trends, providing information to leadership staff regarding recommended changes to benefits, costs, and promotions.



### **Other Duties**

1. Assist TRNHA staff in planning and hosting special events, meetings, and activities.
2. Train seasonal TRNHA and NPS staff on daily operations.
3. Assist with accounting responsibilities, such as deposits, purchasing, and other tasks assigned by the Executive Director or Director of Education and Retail.
4. Use a personal computer and office equipment to carry out essential functions, including word processing, spreadsheet, database, point-of-sale, design, or other software systems.

### **How to Apply:**

Interested applicants should complete an application at: [www.trnha.org/employment.htm](http://www.trnha.org/employment.htm)

Question regarding the position should be directed to [tracy\\_sexton@trnha.org](mailto:tracy_sexton@trnha.org) or 701-623-4884