

# JOB GUIDELINE

**JOB TITLE:** PDX RETAIL SALES ASSOCIATE  
**WAGE GRADE:** HOURLY  
**DEPARTMENT:** RETAIL  
**DIVISION:** MOUNTAIN OPERATIONS  
**CLASSIFICATION:** P.T., F.T., SEASONAL or YEAR ROUND

## JOB SUMMARY:

Retail sales associates at PDX will assist guests that are travelling through the Portland International Airport. Create a first point of contact and great first impression for arriving passengers and engage enplaning passengers with hopes to return to Timberline Lodge when they revisit the Mt. Hood area. Highlight the locally sourced, designed and crafted souvenirs and apparel while providing prompt service at the point of sale.

## ORGANIZATIONAL RELATIONSHIPS:

**Reports to:** Retail Managers, Retail Supervisors  
**Supervises:** None  
**Staff relationships:** All Timberline staff

## ESSENTIAL FUNCTIONS:

- Open/close stores and balance registers. Report all discrepancies to Retail Management.
- Acknowledge and assist customers with merchandise.
- Develop and maintain product knowledge with assistance from Retail Management.
- Ability to handle cash and process charges in retail software.
- Meets or exceeds personal sales goals set by Retail Management.
- Stock and store merchandise with direction from Retail Management.
- Clean and stock stores as needed and according to opening and closing checklists.
- Ensure recyclable materials from your area of business are taken to correct location and placed in appropriate containers.
- Other duties as assigned by Timberline management.
- Present a professional, quality image at all times.
- Exercise sound judgment and awareness regarding language, behavior, and dress and grooming.
- Be familiar with PDX and Timberline Lodge information and communication network.
- Regular and reliable attendance.
- Must be able to pass PDX background check

## QUALIFICATIONS:

- Must be self motivated, energetic and optimistic service oriented personality with a strong desire to excel in all aspects of retail operations.
- Must be 18 years old.
- Must be highly detail oriented with ability to set and meet high customer service standards.
- Must be proficient in up-selling of products and services.
- Must have a Safety-First, Team Oriented, Can-Do attitude.

**PHYSICAL REQUIREMENTS:**

- Must be able to lift 35 lbs. and move large packages up to 50lbs using a hand truck.
- Must be flexible and capable of pulling, bending, twisting and kneeling, climbing ladders and reaching above shoulders.
- Must be able to work in tight space and closely with others.
- Must be able to work on feet, stand and walk for up to 8 hours at a time.
- Must be able to keep up with the pace of the department and demands of the position.

In addition to an employee’s assigned job responsibilities and duties, from time to time, RLK and Company may ask employees to work on special projects or to assist with other work important to the operation of RLK and Company. Cooperation and assistance in performing additional work is expected.

RLK and Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

**DISCLAIMER**

Must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

When duties and responsibilities change and develop, the job description will be reviewed and subject to change of business necessity.

**I HAVE READ AND UNDERSTAND THE JOB REQUIREMENTS STATED IN THIS JOB DESCRIPTION AND VERIFY THAT I CAN PERFORM THE FUNCTIONS OF THE JOB WITH OR WITHOUT ACCOMMODATIONS.**

Applicant’s Printed Name: \_\_\_\_\_

Applicant’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_