



Join the Holiday Gift Shop Team!

This seasonal, part-time, customer service position assists the retail department with its annual Deck-The-Halls Sales event during performances at Bass Performance Hall.

PERFORMING ARTS FORT WORTH, Inc Position Posting

Job Title: Retail Associate
Department: Front of House (FOH)
Reports To: Assistant Director of FOH
Status: Part-Time; Non-Exempt, Hourly
Date: September 2024

Essential Functions:

To ensure Performing Arts Fort Worth (PAFW) achieves an optimal work environment and equitable treatment of all, employees are guided by two fundamental directives, the PAFW Operating Principles and the PAFW IDEA Statement, in addition to adhering to other terms and policies outlined in the Employee Handbook.

In addition to upholding to these fundamental directives, the Retail Associate assists the Assistant Director of Front of House (FOH), and Retail Manager on Duty during the annual Deck-the-Hall and Spring retail sales events starting in November and running through April. Must be available to work nights and weekends and the month of December.

Education, Experience & Skills Required:

- A high school degree or equivalent and 18 years of age or older.
- One to two years of retail experience.
- Ability to work evenings and weekends.
- Excellent communication and interpersonal skills.
- Ability to work well in a team environment.
- Ability to follow preset display designs, maintaining a consistent look throughout the retail sales events.
- Knowledge and awareness of color and balance.
- An ever-present sense of humor and ability to handle a variety of situations with patience and confidentiality.

Must maintain a positive attitude and influence others to do the same. Must make decisions consistent with organizational policies and goals and responsibly handle confidential information. Must work with accuracy and attention to numerous details and timelines. Strong verbal communication skills are essential to interact successfully with all PAFW staff and a diverse customer base. Ability to work under pressure, consistently providing calm and effective resolution of customer and PAFW staff concerns, requests and/or complaints in a courteous and informed manner.

Position Responsibilities:

Key activities of this position include but are not limited to:

- Moves merchandise from stock room to designated areas quickly and efficiently.
- Maintains the overall appearance of retail displays, including the Gift Shop.
- Ensures all displays are set and ready for the next performance.
- Provides the highest level of customer service with consistency.
- Operates Point of Sale (POS) system and follows procedures for opening and closeout of registers and reconciliation of receipts and cash.
- Operates Cloak Room during performances on occasion.
- Assists in bi-annual physical inventory.
- Assists with receiving and organization of new product.
- Reports to work on time and as scheduled.
- Available to work the busy season from November through April.
- Other PAFW and departmental duties as assigned.

Please Note:

PAFW is in the business of presenting arts and entertainment. To that end, all employees understand and accept that evenings and weekends are part of our operation. This position requires interacting with the public and being onsite for performances regularly.

This job posting is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

Physical/Visual Activities or Demands:

Physical/visual activities or demands that are commonly associated with the performance of the functions of this position include, but are not limited to:

- Exposure to computer screens.
- Standing for prolonged periods of time.
- Walking, sitting reaching, stooping, climbing, bending and kneeling.
- Ability to lift 40 lbs.
- Ability to push / pull carts with inventory; lift / move boxes of merchandise that often are bulky.
- Clarity of vision at a distance of 20 inches or less with the ability to bring objects into sharp focus, color perception to judge standard consistencies for retail displays.

Environmental/Atmospheric Conditions:

Environmental and atmospheric conditions commonly associated with the performance of the functions of this position include but are not limited to:

- Climate controlled work environment.

Machines, Tools, Equipment and Work Aids: Representative but not all inclusive of those commonly associated with this position are: carts, dollies and seasonal merchandise.

If you are interested and meet the qualifications as noted in this job posting, submit your letter of interest and current resume to:

Email: careers@basshall.com

Mail: Human Resources
Performing Arts Fort Worth
330 East 4th Street
Fort Worth TX 76102