



Gift Shop Program Assistant

Department: The Heritage Center

Site Supervisors: Gift Shop Program Manager and THC Director

Status: Full-Time

Classification: Non- Exempt

MISSION

Mañpiya Lúta embraces Lakḥota and Jesuit Catholic values and teachings to grow as a community through education, spiritual formation, Lakḥota language, art, and culture.

The Heritage Center Vision

A world in which Lakota values are lived and celebrated.

The Heritage Center Mission

To support Lakota artists and culture bearers to be thriving members of their communities and the larger world.

The Heritage Center Gift Shop Program

is a non-profit social enterprise facilitating culturally-connected community development by creating economic and capacity-building opportunities for Lakota artists, along with opportunities for visitors to learn about the vibrancy of contemporary Lakota art and culture in a region with an incredible history and future to share.

The Heritage Center Exhibits and Collections Program

By curating and sharing exhibitions both on and off-site, and through the care, stewardship, and sharing of its extensive collection, The Heritage Center celebrates and supports Native artists and the Pine Ridge communities, and builds broader appreciation for Native arts and culture locally, nationally, and internationally.

Position Summary: As a key member of The Heritage Center staff, the Gift Shop Sales and Marketing Associate performs a wide variety of duties related to gift shop operations, customer service, cultural tourism, and marketing that support The Heritage Center's mission. The Sales and Marketing Associate is both the public face

of The Heritage Center and is vital to daily operations. This individual is often the first and the last person a visitor encounters both in person, on the phone, or online. The Associate communicates with all visitors and colleagues, and is capable of completing tasks at the request of any Heritage Center staff member. The Associate is responsible for keeping the gift shop operational during all advertised hours of operation and providing visitors in the gift shop with a positive shopping experience by determining visitor needs, presenting merchandise, addressing their questions and concerns, and completing the sale with efficiency and courtesy. The Associate is responsible for administering the online store and working collaboratively with the members of both The Heritage Center and Advancement in coordinating and maintaining the online presence of The Heritage Center on all defined social media and the Point of Sale (POS) platforms. The Associate is directly supervised by the Gift Shop Manager but working collectively with the staff is critical to the continued growth and success of The Heritage Center. The Associate should be comfortable speaking to all visitors about art and cultural items

exhibited in the Gallery and on display in the Gift Shop. Above all, the Sales and Marketing Associate is a reliable and responsible member of The Heritage Center team.

RESPONSIBILITIES AND DUTIES

I. Essential Job Functions:

1. Ensuring the gift shop is operational during all advertised hours of operation
2. Serve as a first point of contact and assist visitors to The Heritage Center in a courteous and professional manner
3. Provide excellent customer service for retail sales in person and online
4. Continually evaluate and adjust retail displays
5. Execute point of sale transactions
6. Fulfill stock work of the Gift Shop, creating displays, rearranging merchandise, and replenishing stock on selling floor
8. Prepare inventory for upload into online platform with producing images of each item, creating labels, ensuring accuracy through monitoring inventory, and closing and shipping all orders in a timely efficient manner
9. Coordinate with Gift Shop Manager concerning online presence; this includes creation of original content for approved social media platforms on a daily basis
10. Assist with booking tours and visiting classes
11. Gather and coordinate requested data specific to retail and marketing platforms
12. Maintain and create monthly reports of in-person visitor count on a weekly basis or a frequency as directed by supervisor
13. Maintains clean and organized retail and work areas

II. Additional Functions:

1. Assist other THC department staff on an as needed basis
2. Be available for special projects and events specific to Mahpiya Luta | Red Cloud

POSITION SPECIFICATIONS:

A. Qualifications:

1. High school diploma and completion of one to two semesters of college or a satisfactory equivalent combination of training and experience. Bachelor's degree in Business, Museum Studies, Art History, Lakota Studies, or related field preferred.
2. Retail and customer experience service required.
3. Computer skills (Microsoft Office, Adobe Creative Suite, digital photography, etc.) required.
4. Ability to accurately handle cash, check, and credit card transactions.
5. Familiarity with social media platforms for businesses, highly desirable.
6. Excellent interpersonal, written, and verbal communication skills required.
7. Demonstrate ability to prioritize and multitask the position functions listed.
8. Demonstrate ability to work both independently and collaboratively.
9. Ability to work in a fast-paced environment.
10. Knowledge of historical Lakota art and contemporary Native art.
11. Experience working in a retail or museum setting is preferred.
12. Must be self-motivated and a self-starter.

A. Physical requirements: Ability to sit at a desk and use a computer, online programs and platforms as described, telephone, and other desktop office equipment—85% of work time, walking—10% of

work time, bending at the waist and lifting less than 10 lbs.—3% of work time, bending at the waist and lifting 10-15 lbs. 2% of work time.

To Apply:

Send Completed application and resume to:

Brenda Bad Heart Bull, Executive Director of HR

Mahpiya Luta/Red Cloud

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Pine Ridge, SD 57770

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