ARTICA ATTENDANT

POSITION DESCRIPTION

An active team member who participates in the area’s development and daily operation, including completion of daily tasks, assisting with promotion/advertising, equipment usage instruction, and ensuring the safety of the patrons. The attendant creates a friendly, informative, customer-oriented atmosphere through interacting professionally with customers and assisting them with their art projects.

HUMAN RESOURCES DETAILS

**Shifts:** 8-12 hours/week • Mornings, evenings, and weekends available
**Starting Wage:** $13.00/hour
**Reports To:** ARTica Student Supervisor, Assistant Director of Programs and Recreation

ESSENTIAL FUNCTIONS

1. Sets up floor space for banner painting.
2. Maintain an organized, clean, and presentable work counter area.
3. Sets up the photo darkrooms for special projects, members and mini courses
4. Sweeps and cleans the ceramics studio
5. Set for Mini Courses and assist instructors if needed
6. Sells supplies for special projects and events
7. Assist customers using the poster maker, laminator and Ellison machine.
8. Set up ceramics, darkrooms and the classroom for Mini Courses
9. Check and keeps track of all retail inventory
10. Manage accurate cash control, including billing patrons and processing memberships.
11. Encourages participation in all artistic promotions and projects
12. Attend area meetings and Norris University Center orientation and training programs.
13. Performs other duties as assigned

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Active interest in arts and crafts

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Greets each customer upon entering the area
  - Checks on patrons as they work on various art projects
  - Closes all sales with “Thank you”
  - Uses correct phone etiquette “ARTica Studios how may I help you?”
- **Presentation** – positive image and reflection of self and the Norris Center
  - Wears Name Tag
  - Counter is clean and not cluttered with personal items
  - Keeps friends from obstructing the work space
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Makes sure customers have sufficient supplies and space to work in- Attentive!
  - Gives positive feedback to customers as they leave.
  - Routes customer’s messages to the appropriate staff in order for a problem to be resolved.
  - Assists Norris Mini Course Instructors
RESPONSIBILITY

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Adheres to the quarterly posted work schedule
  - Calls or emails if going to be late for a scheduled shift
  - Flexible when needed to help fill in for others

- **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Fills in the usage information on the Daily Report
  - Adheres to credit card procedures - point of sale and closing
  - Completes cash reports correctly - minimizing errors and sloppiness
  - Patiently performs all special and routine tasks thoroughly
  - Adheres to all pricing policies and does not offer unauthorized discounts

- **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Contact the Supervisor immediately when there is a policy violation (missed shift, cash shortage, Inappropriate discount, etc)

- **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  - Reviewed the entire operation manual
  - Continues to read all posted information for updates and other changes
  - Actively participates with artistic aspects of the area to learn various art related processes
  - Knows emergency procedures
  - Attends special training sessions when required

TEAMWORK

- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Leaves behind clearly written notes for co-workers if needed
  - Use email to contact co-workers and supervisor when needed

- **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs

- **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  - Uses more patience to assist young customers and other with special needs

AUTONOMY

- **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Makes sure ARTica invoices/ transactions have the necessary information as instructed
  - Contact the appropriate staff regarding decisions that are exceptions to the rules

- **Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  - Always checks the task sheet and completes assigned tasks before being asked
  - Uses discretionary time to improve the area – cleaning, creating crafts, organizing stock,

- **Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  - Prioritizes some tasks based on the needs of the customers

- **Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  - Contact the Center Manager or the Assistant Director immediately
  - Continues to best serve the customers without closing the service.

ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS

- Basic Darkroom set up
- Basic Ceramics Studio maintenance
- Basic color mixing
- Appreciation of arts and crafts