Gift Shop Engagement & Media Coordinator

Department: Heritage Center
Supervisor: Gift Shop Manager/Buyer
Status: **Full-Time**
Classification: **Non- Exempt**

MISSION

The mission of Red Cloud Indian School, Inc. (RCIS), a Catholic institution administered by the Jesuits and the Lakota people, is to develop and grow as a vibrant Church, through an education of the mind and spirit that promotes the values of the Lakota culture.

RCIS includes two elementary schools, a high school, The Heritage Center, and ten churches on Pine Ridge Indian Reservation in southwestern South Dakota. By integrating both Lakota culture and heritage with spiritual beliefs and practices from the Lakota and Catholic traditions, RCIS aims to educate both the mind and the heart of its students, parishioners, and staff, creating leaders of tomorrow with competence, conscience, and compassion.

Position Summary:
The Coordinator is responsible for keeping the gift shop operational during all advertised hours of operation. The Coordinator will provide visitors in the gift shop with a positive shopping experience by determining visitor needs, presenting merchandise, addressing their questions and concerns, and closing the sale with efficiency and courtesy. The Coordinator is responsible for administering the online store. The Coordinator is responsible for working collaboratively with the members of both The Heritage Center department as well as Communications department, in coordinating and maintaining the online presence of The Heritage Center on all media platforms.

I. Essential Job Functions:

- **Ensuring the gift shop is operational during all advertised hours of operation**
- **Serve as a first point of contact and assist visitors to RCIS in a courteous and professional manner**
- **Provide excellent customer service**
- Present merchandise and assist customers in their selection
- Execute point of sale transactions
- Fulfill light stock work of the Gift Shop, which includes ticketing of merchandise, creating displays, rearranging merchandise, replenishing stock on selling floor
- Gift wrap and bag customer purchases
- Answer telephone and emails

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- Administer online store and fulfill online purchases; by taking and editing high quality photos, monitoring inventory, closing and shipping all orders in a timely efficient manner
- Coordinate with THC and Communications departments concerning online presence
- Gather and coordinate requested data with Manager/Buyer
- Help with special events as needed
- Other duties as assigned by Gift Shop Manager or Director

II. Job Qualifications:

- **Computer skills (Microsoft Office, digital photography, etc.) - Required**
- High School Diploma or equivalent
- Sales or related customer service experience preferred
- Excellent interpersonal skills
- Excellent and well-rounded written and verbal communication skills
- Ability to prioritize and multitask
- Ability to work independently and collaboratively
- Ability to work in a fast-paced environment

Open Til Filled

To Apply

Submit cover letter, resume and General Application with any supporting documents to:

Lisa Swallow, *Director of Human Resources*
Red Cloud Indian School
100 Mission Drive
Pine Ridge, South Dakota 57770
lisaswallow@redcloudschool.org
(605) 867-5491 ext. 2213