**CLERK SUMMARY OF DUTIES**

Report on your assigned days on time and ready to work. Employees are expected to be well groomed and present a professional appearance at all times (i.e. clothes must be neat and clean; teeth brushed; hair combed; no open toed or open back shoes; no face jewelry unless otherwise approved; limit of two pair of earrings in each ear, two rings on each hand).

Check mailbox, mandatory reading, daily schedule, and email each workday. Management reserves the right to change schedules without notice. Days, hours, and assignments are not guaranteed. Check the next week's schedule on your last work day of the current week. You can check your email on the register in the morning. The internet connection on the POS system is for checking weather conditions and obtaining information for the visitor. It may be used to check your email from NHA but not for your personal correspondence. Playing games or "surfing" the internet is strictly prohibited and grounds for dismissal.

Get the opening cash bag and check your change each morning. Report low funds before you run out.

Perform opening functions and stock/organize the store.

Operate the POS cash register for cash and credit sales. Always count back the visitor's change (starting with the amount owed, to the amount the customer gave you - not the amount the machine shows as change due).

Maintain a clean, well stocked store. This includes dusting around/under merchandise/displays, behind the counter, and everywhere else in the NHA Area), cleaning up spills (for safety), organizing merchandise, refolding t-shirts/sweaters, picking up trash that has been dropped, putting merchandise back in the proper place etc..  Consolidate office trash twice weekly prior to Maintenance coming to pick up on Thursdays. Do not use your hand to push public trash receptacle contents down incase of improperly disposed of needles. When you are finished using any cleaning supplies, put it back in its proper place. If there are any missing or low items, or if any merchandise is damaged, inform your supervisor. Stock from the previous day's sales report, when finished check for items that may have been missed on a previous day. Also check for overstocking, and place items back into back-stock when overstocking occurs.

Maintain a professional, friendly atmosphere. Smile. Greet the visitors as they come in, if possible. At times when the Center is overcrowded and you can not acknowledge people individually, you can look their way and smile. Never let the visitor feel as if they are not welcome. (This is their vacation/visit, make it pleasant.)

Your NHA duties are your priority. Assist visitors with information if a ranger is not available. Providing you don't have anyone waiting to pay or seeking assistance with merchandise. The ranger's priority is educating the visitor. Do not overstep. Answer phones as needed, visitors in the center have priority over the one on the phone. Most questions will be answered by listening to the voicemail recording.

Take part in periodic and annual inventory counts as requested.

Know and follow: company policies; safety protocol; lost & found procedures; and NPS radio protocol.

Perform closing procedures, including entering closing amounts to balance your till, complete balancing sheet, settle daily credit card batch; print sales report, turn off lights, lock up the store/center, and drop the deposit.