

## **Customer and Operations Support Specialists**

The Foundation for Advanced Education in Sciences (FAES) located at the National Institutes of Health (NIH) in Bethesda, MD is seeking entry-level professional candidates to assist with building back post-pandemic Bookstore services to serve the medical community. Customer and Operations Support Specialist positions are responsible for consistently providing outstanding customer service and conducting a variety of tasks to ensure operational excellence and achievement of business directives. This is an excellent opportunity for the right candidate to gain experience in a thriving business that serves the nation's premier biomedical facility.

### **Essential Duties and Responsibilities** (other duties may be assigned):

- Provides a high level of customer service to all patrons. Exhibits a cheerful, can-do attitude to establish rapport and confidence in products and services
- May assist with higher-level buying functions, ecommerce operations, and coordination with vendors
- Ensures all open/close procedures are accurately completed
- Prepares incoming merchandise for display and sale, using established visual merchandising standards and techniques
- Assists to achieve budgeted financial performance through effective salesmanship, good judgment to solve problems, and ensuring loss prevention protocols are always executed
- Properly records sales, returns, and other sales transactions to accurately track inventory
- Demonstrates effective prioritization and organization to complete a greater volume of work when necessary, at those times when business activity is higher than normal

### **Qualifications and Required Skills:**

- Must have a self-starter attitude, with the ability to work independently
- Experience with visual merchandizing techniques, and possess an ability to maintain an orderly, attractive store environment
- Experience using Microsoft Office, and the ability to quickly pick up skills with new programs
- Physical Requirement: must possess mobility to work in a retail setting, and the stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes of books weighing up to 50 pounds
- Must be able to pass a background check

### **Education and Experience**

- The ideal candidate will have a bachelor's degree and at least one year of retail experience in a leadership role

**Typical Work Schedule:** Monday through Friday 9am-5pm

### **Compensation:**

- Competitive salary
- Substantial benefits package offered for successful candidates including:
  - Medical, dental, and vision insurance
  - Professional development opportunities
  - Vacation and sick leave
  - Retirement benefits

### **Additional Information:**

References will be required upon request. Candidates must be able to pass a background check.

**To apply**, please submit resume and cover letter to [staffing@faes.org](mailto:staffing@faes.org).