

## Customer Support Associate (Part-Time)

The Foundation for Advanced Education in Sciences (FAES) located at the National Institutes of Health (NIH) in Bethesda, MD is seeking a part-time candidate to assist with retail services for the medical community at NIH. Customer Support Associates 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 serving 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
- 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

### Education and Experience

- The ideal candidate will have at least one year of retail experience

**Typical Work Schedule:** Monday through Friday 10:00am-2:00pm (*flexibility to occasionally work slightly modified or increased hours when needed is a plus!*)

### Additional Information:

- References will be required upon request. Candidates must be able to pass a background check
- All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin

**To apply, please send resume and cover letter to [jt.inglesby@nih.gov](mailto:jt.inglesby@nih.gov).**