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.