

## **The Los Angeles Philharmonic Association is currently seeking a: Retail Sales Associate**

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

### **Position Summary:**

The Retail Sales Associate, reporting to the Director, Retail Services thrives in a fast-paced store environment. As a frontline team member, you work to deliver superior customer service by combining sales and knowledge in the day-to-day retail operations at the iconic Walt Disney Concert Hall, Hollywood Bowl and The Ford venues.

### **Position Elements:**

- Customer Engagement – initiates conversations and interacts with customers in a helpful way to encourage sales and connection
- Brand Ambassador – reflects the organization’s musical mission and values
- Store operations – administers point of sale and store technology to deliver a seamless shopping experience.
- Product Flow – assists with inventory distribution, labels merchandise and keeps inventory organized
- Information – Accurately responds to questions about performances, programs and venues.
- Visual Merchandising– Work with the team to restock, maintain organized merchandise displays and back stock, and clean displays as needed
- Special Events – Assist with retail special event operations
- Other duties as assigned.

### **Position Requirements:**

- Enjoys working with the public and being part of a sales team, demonstrates strong customer engagement skills
- Previous retail sales experience with POS systems required
- Thrives in a fast-paced, busy atmosphere, with the ability to provides reliable and accurate information, demonstrates initiative, and deliver quality results
- Flexible schedule required for day, evening and weekend shifts with the ability to work nights, weekend, and holiday shifts as scheduled at all venues
- Retail experience with an emphasis on selling music, art, accessories, and gifts a plus
- Ability to bend, stand and walk for up to the entire shift
- Ability to lift and carry up to 35 lbs, stand for 4+ hours, walk, pull weighted carts of 30+ lbs, bend and stretch
- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency is a plus

### **COVID Workplace Safety Requirements**

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil's COVID-19 Prevention Plan, including testing and vaccination requirements.

**How to apply:**

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.