



Job Posting
Sales Assistant
Full-Time

The Willamette Heritage Center, a private non-profit museum, history society and historic event space in downtown Salem is seeking a Sales Assistant in our Event Sales Department. The Sales Assistant works closely with the Sales Director to promote WHC event venue rentals and provide unparalleled quality service and support to rental clients and vendors.

Core Responsibilities

- Conduct event rental Pre-Details and Final Details appointments with clients including vendor deliveries and procedures
- Prepare detailed and precise event orders and communicate to appropriate staff
- Work closely with facilities staff to ensure event set-up and service details meet expectations
- Process client payments and refunds including associated paperwork
- Assist Sales Director with Site Tours relative to venue rentals
- Handle concerns or issues on event days in a service-orientated, proactive manner
- Respond to client inquiries both quickly and professionally via email and telephone
- Organize and file event contracts, invoices, etc.
- Help with, and attend various on-site and off-site events
- Maintain the WHC's standard of excellence in all facets of the job
- Arrive to work and meetings on-time and prepared
- Assist museum Orientation Center staff on occasion as needed
- Other duties as assigned

Qualifications

- Exceptional customer service and interpersonal communication skills
- Experienced in business telephone and email etiquette
- Type a minimum of 25 words per minute
- Working knowledge of Microsoft Word, Excel, Outlook and internet functions
- Aptitude to use touch-screen POS register, multi-line phone system, photocopier and fax machine
- Present a professional and positive image at all times in business and personal capacities
- Be self-motivated with the ability to work independently on occasion with minimal supervision
- Ability to manage and prioritize multiple tasks in an orderly and timely manner
- Excellent problem-solving skills including interaction with upset or angry clients
- Find creative solutions for daily tasks and challenges
- Willingness to be flexible with a "can do" attitude
- Have a sense of humor

Physical Requirements

- Lift, carry, push and pull up to 25 lbs.
- Stand or sit for long periods of time

Employment Terms

- Must pass a criminal background check as appropriate for position
- Full-time schedule: Tuesday–Saturday, 36-40hrs per week
- Pay range \$10.75-\$11.15/Hour (DOE), with commission earnings incentive plan
- Benefits package includes employer-paid health insurance and generous paid time-off structure

About Us

The Willamette Heritage Center in Salem, Oregon, is a private, 501(c)(3) nonprofit organization dedicated to preserving and interpreting the history of the Mid-Willamette Valley. The WHC promotes diversity and prohibits discrimination based on age, color, creed, disability, gender identity, national/ethnic origin, race, religion, sex, sexual orientation, veteran/uniform status, and all other classifications protected by law. The WHC is not owned or operated by any government agency, but is supported through grant funding, private donations, business operations, and its membership base. For more information, please visit <http://www.willametteheritage.org>.