

# MAŃPIYA LUTA

## RED CLOUD

### *The Heritage Center Summer Assistant*

Department: The Heritage Center  
Supervisor: Howaste Program Manager  
Status: Temporary  
Classification: Non-Exempt  
Job Status: Part Time

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#### Mission:

The mission of Red Cloud Indian School (RCIS), a Catholic institution administered by the Jesuits and the Lakota people, is to develop and grow as a vibrant Church, through an education of the mind and spirit that promotes the values of the Lakota Culture. RCIS is a multi-faceted organization that includes two elementary schools, a high school, the Heritage Center Museum, and six Catholic parishes on Pine Ridge Indian Reservation in South Dakota. By integrating Lakota culture with spiritual beliefs and practices from the Lakota and Catholic traditions, RCIS aims to educate the hearts and minds of its students, creating leaders of tomorrow with competence, conscience, and compassion."

#### Position Summary:

The Heritage Center Gift Shop Assistants are the first point of contact of The Heritage Center for many people. It is important that the Gift Shop Assistants have excellent interpersonal skills, a high level of organization and will take initiative in performing daily tasks. The Gift Shop Summer Assistants are under supervision and direction of the Howaste Program Manager. The Gift Shop Summer Assistants perform clerical and customer service duties in the daily operations and organization of The Heritage Center. Responsibilities include providing excellent customer service across all platforms, maintaining the appearance of the gift shop, the organization of inventory items as well as completing phone and web orders. The Interns are responsible for providing excellent customer service while working in a dynamic and fast paced environment. **It should be noted that the Gift Shop Summer Assistants are required to work evening and weekend hours through September.**

#### Primary Responsibilities:

- Provide excellent customer service
- Present merchandise and assist customers in their selection
- Execute point of sale transactions
- Gift wrap and bag customer purchases
- Do light stock work including ticketing of merchandise, display maintenance, and replenishing stock on selling floor

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- Answer telephone and emails
- Fulfill Web, Phone and Mail orders
- Help with special events as needed
- Assist in collection and reporting of pertinent data
- Carry out social media appearance
- Create various forms of social media content suitable for The Heritage Center's social media platforms, according to the established social media content calendar and ensure that every piece of content is relevant and aligns with our brand voice
- Other duties as assigned by Howaste Program Manager

### Position Specifications:

- High School Diploma or equivalent
- Sales or related customer service experience preferred
- Excellent interpersonal skills
- Computer skills (Microsoft Office, digital photography, working knowledge of Photoshop, etc.) preferred
- Knowledge of Lakota craft work and culture preferred
- Ability to work in a fast paced environment

**Physical Requirements:** Ability to sit at a desk and use a personal computer, telephone or other desktop office equipment—30% of work time, standing and bending at the waist and lifting less than 5 lbs.—65% of work time, bending at the waist and lifting 5-15 lbs. 5% of work time.

### To Apply:

**Send completed application and Resume to**  
**Brenda Bad Heart Bull**, Executive Director of HR  
Red Cloud/Mahpiya Luta  
100 Mission Drive  
Pine Ridge, SD 57770  
[brendabadheartbull@redcloudschool.org](mailto:brendabadheartbull@redcloudschool.org)