

## Museum Shop Assistant Position Description

Dept: Museum Shop	Reports to: Manager of the Museum Shop	Direct Reports: None	
Type: Full-Time	FLSA: Non-Exempt, Hourly	Date: April 27, 2021	Rev. Date: April 2021

### **POSITION DESCRIPTION**

Retail professional responsible for expanding the museum visitor's experience by providing exceptional customer service, welcoming and assisting visitors, sales processing, and visual merchandising. This position assists the manager with administrative tasks, website updates, photography and design, data entry, and sales reports.

### **ESSENTIAL RESPONSIBILITIES**

- Customer sales via POS system; cash out and reconcile receipts
- Monitor visitor activity in the Museum Shop to ensure safety, to prevent theft, to study what and where they are looking, and to get feedback from them on their experience while at the Museum
- Website maintenance: making sure items are in stock that is on the website, updating slides and tabs, adding product, processing sales
- Visual merchandising, restocking, and straightening inventory
- Ongoing review of merchandise stock levels
- Maintain work areas – counter, office, and storage
- Incoming shipments: retrieve from shipping area, count, label, and merchandise
- Generate sales reports as requested by the manager
- Stay informed about current and future museum exhibitions and programs
- Answer routine customer questions, emails, mail, and phone inquires
- Web sales, mail order, and other shipping: process paperwork, pack and ship goods
- Make signs for displays

### **MINIMUM REQUIREMENTS**

#### **Education and Experience**

- College degree
- Proven retail sales experience

#### **Skills and Abilities**

- Excellent customer service skills
- Ability to operate a point of sales system (counterpoint)
- Exceptional verbal command of the English language
- Graphic design knowledge
- Strong attention to detail and excellent organizational skills
- Ability to respond quickly to unexpected challenges and shifting priorities
- Ability to juggle competing priorities and set and achieve goals
- Knowledge of, and interest in, art and museums
- Ability to work well independently and collaboratively
- Aptitude in MS Office programs including Word, PowerPoint, and Excel

## **WORKING CONDITIONS**

The work environment described here are representative of those a Museum Shop Sales Assistant encounters while performing the essential functions of the role:

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and communicating in English in person, over the telephone, through email, and through other electronic means. The employee must move about their work area, between galleries and storage areas, ascend and descend stairs, and stand and sit for extended periods. The employee is occasionally required to lift, drag and move up to 30 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess. The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by a Museum Shop Sales Assistant. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role.

## **DISCLAIMER:**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

## **HOW TO APPLY**

Wadsworth Atheneum is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

You can do so by sending a cover letter plus your CV to [\*\*Staffing.Shop@TheWadsworth.org\*\*](mailto:Staffing.Shop@TheWadsworth.org). Submissions will be evaluated as received, and the position application deadline is May 9th, 2021.