



Museum Shop Associate Position Description

Dept: Museum Shop	Reports to: Manager of the Museum Shop	Direct Reports: None	
Type: Part-Time/Seasonal	FLSA: Non-Exempt, Hourly	Date: Sept 2021	Rev. Date:

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.

ESSENTIAL RESPONSIBILITIES

- Customer sales via POS system
- 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
- Restocking and straightening inventory
- Ongoing review of merchandise stock levels
- Know what is on available the website
- Keep work areas clean and organized – counter, office and storage
- Be familiar with jewelry materials and technique the artists use
- 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

MINIMUM REQUIREMENTS

Education and Experience

- High School diploma or equivalent. Bachelor’s Degree of post high school study preferred.
- Retail and or customer service experience

Skills and Abilities

- Ability to operate a POS, proficient with Windows based programs, excellent customer service skills, highly organized, flexible and detail-oriented.

WORKING CONDITIONS

The work environment characteristics described here are representative of those a Public Engagement and Programs Manager encounters while performing the essential functions of the role: Climate-controlled art museum with display galleries, standard offices, café, library/archives, theater, museum shop, and other non-public spaces. Work is performed primarily indoors and occasionally outdoors in lobbies, art display galleries, public and as well as non-public offices and storage areas. Our Covid-19 related protocols mandate the wearing of masks by staff and visitors in all public areas and group settings.

Employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess. Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent the Wadsworth may do so without undue hardship. The term



WADSWORTH ATHENEUM
MUSEUM OF ART

“qualified individual with a disability” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

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 noting the reason for your interest and salary requirements, plus your resume to: Staffing.Shop@TheWadsworth.org