



Museum Shop Associate Position Description

Dept: Museum Shop	Reports to: Manager of the Museum Shop	Direct Reports: None	
Type: Part-Time	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 described here are representative of those a Museum Shop Sales Associate 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 to clearly communicate in English in person, over the telephone, through email and through other electronic means. 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 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.