

JOB DESCRIPTION

Updated: 5/16/2017

POSITION: Museum Store Associate (part-time)

REPORTS TO: Manager of Museum Store

The Museum Store staff is responsible for maintaining and creating a friendly environment that activates the visitor's desire to buy and increase customer loyalty to the Museum and the Shop.

Key Responsibilities

- Opening and closing of Museum Store registers.
- Demonstrate knowledge and proficiency of POS system.
- Responsible for handling cash, and all Shop transactions.
- Assist with product inventory and visual merchandising in all areas of the Museum Store.
- Assessing customers' needs in providing assistance and information.
- Ensuring high levels of customer satisfaction and positive visitor experiences through excellent sales service.
- Maintain thorough knowledge of general museum information and programs, including events, lectures, membership levels, etc.
- Become familiar with Museum policies and procedures.
- Maintain a daily appearance for a safe and clean store environment.
- Perform other duties and responsibilities as assigned by management.

Daily Expectations

1. Report on time, arriving to the Museum Store when shift is scheduled to start.
2. Upon arrival open cash drawers, and fill out opening reports.
3. Welcoming customers to the Museum Store and answering their queries.
4. Ensure that shelves are stocked and organized.
5. Maintain a professional and friendly demeanor during shift. Keep a cheerful expression, greet visitors and maintain eye contact as they come into the Museum Store.
6. Please remember "the customer is always right". Our goal is to make sure visitors always have a positive experience in the Museum and the Store.
7. Accurately close and balance cash drawers at the end of the day.

Qualifications

1. Must be available to work flexible shifts Wednesday through Sunday, occasional evening and holiday hours required.
2. Ability to lift 10 lbs. and remain in a stationary position for 60% of shift.
3. High school diploma or equivalent and a minimum of one year's experience in sales, customer service and cash handling required.
4. Must have excellent customer service and interpersonal skills, ability to work with minimum supervision.
5. Knowledge of standard cash register, basic computer and math skills.