

### Job Description:

Museum Shop / Visitor Services Associate

Hourly

### Museum Shop Objective:

The **Museum Shop Associates** are responsible for conducting sales, stocking inventory, answering questions from the public and appropriate operation of the Museum Shop. Must provide a positive public image of the museum to all visitors.

### Organizational Relationship:

This position reports to the Assistant Manager of Retail Operations

### Position Duties and Level of Responsibilities:

- Conduct daily shop sales, while providing excellent customer service. Meet and exceed monthly sales goals. Assisting customers to make the perfect purchase.
- Responsible for efficiently opening and/or closing the Museum Shop accordingly to shop procedures. This includes counting cash, nightly deposit, securing store. Review drawer count throughout the day.
- Responsible for the efficient and accurate operation of Museum Shop and Admissions POS system, cash registers and credit card machines.
- Demonstrate product knowledge to encourage more sales.
- Assist with tracking and appropriate control of shop inventory.
- Stock shop inventory items and price incoming inventory. Marking low and out of stock items on the board for reordering.
- Check to make sure all items are properly priced. When necessary, print and apply barcode labels for inventory.
- Responsible for the appropriate monitoring and regular inspection of the Museum Shop to ensure the best quality possible presentation of museum shop items, promote the General museum image and provide a safe, secure environment for all visitors, volunteers and staff.
- Following shipping procedures for timely shipping of purchases from the Museum Shop and the web site.
- Responsible for providing a concise, informative and enthusiastic account of all relevant museum exhibit and program opportunities to the visiting public.
- Responsible for answering incoming calls to the Museum in a professional and courteous manner.
- Cross-trained to assist in operating the Admission Desk as required, including selling of Museum memberships. This position will require at least one day per week at admissions.
- Participate in retail training programs to improve selling techniques
- Other duties as assigned.

### Qualifications:

Previous retail experience is required. Ability to operate and understand computers, cash register POS and credit card machines are a must, with the ability to learn Quickbooks POS. Strong analytical skills required. Must work well with all elements of the visiting public and museum staff. Ability to accurately assess and adjust in a positive fashion to changing situations presented at the front desk. Must possess excellent customer service skills and be a team player.

### Admissions

#### Duties & Responsibilities:

- (a) Responsible for greeting all museum visitors.
- (b) Inform visitors of any possible gallery closures or announcements about the Museum.
- (c) Provide a concise, informative and enthusiastic account of all relevant museum exhibit and program opportunities to the visiting public.
- (d) Responsible for the efficient and accurate operation of museum cash registers/credit card machines and all front desk admissions related equipment.
- (e) Provide an appropriate public image for the museum.

- (f) Answer incoming calls to the Museum in a professional and courteous manner.
- (g) Explain and encourage the use of museum apps to visitors.
- (h) Responsible for encouraging/selling new memberships and renewals.
- (i) Cross-trained to assist in operating the Museum shop.
- (j) Other duties as assigned.

Qualifications:

Ability to operate computers, cash register POS and credit card machines are a must. Must work well with all elements of the visiting public and museum staff. Ability to learn Quickbooks POS. Accurately assess and adjust in a positive fashion to changing situations presented at in the museum shop or at admissions. Must possess excellent customer service skills.

This position requires weekend shifts, and some Public Holidays, or evening events as staffing levels require.

Benefits:

Full time NMWA benefits for full-time employee

Hourly position