NATIONAL MUSEUM OF WILDLIFE ART

Museum Shop/Admissions Associate

Reports to: Museum Shop Manager

Objective: The **Museum Shop/Admissions Associates** are responsible for conducting sales, stocking inventory, answering questions from the public and maintaining appropriate operation of the Museum Shop. The Associates are responsible for providing a positive public image of the museum to all visitors.

Museum Shop Duties and Responsibilities:

- Conduct daily shop sales, while providing excellent customer service.
- Meet and exceed monthly sales goals.
- Assist customers to make the perfect purchase.
- Efficiently open and/or close the Museum Shop according 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. Mark 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 possible presentation of shop inventory, promoting the general Museum image and providing a safe, secure environment for all visitors, volunteers and staff.
- Follow shipping procedures for timely shipping of purchases from the Museum Shop and the website.
- Responsible for providing a concise, informative, and enthusiastic account of all relevant Museum exhibit and program opportunities to the visiting public.
- Participate in retail training programs to improve selling techniques.
- Other duties as assigned.

Admissions

- Cross-train to assist in operating the admissions desk as required, including selling of Museum memberships. This position will require at least one day per week at admissions.
- Responsible for greeting all Museum visitors.
- Inform visitors of any possible gallery closures or announcements about the Museum.
- Responsible for the efficient and accurate operation of Museum cash registers/credit card machines and all front desk admissions related equipment.
- Provide an appropriate public image for the Museum.
- Answer incoming calls to the Museum in a professional and courteous manner.
- Explain and encourage the use of the Museum app to visitors.

- Responsible for encouraging/selling new memberships and renewals.
- Other duties as assigned.

Supervisorial Duties:

- None

Commitment to the Mission, Vision, and Values of the National Museum of Wildlife Art (NMWA):

Mission:
Impart knowledge and generate wonder through art and education.

Vision:
Inspire connections with wildlife and nature.

Values:
Integrity, Excellence, Collaboration, Transparency, Accountability, Financial Responsibility

Qualifications:

- Previous retail experience is required.
- Ability to operate computers, cash register POS, and credit card machines is necessary, 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.
- This position requires weekend shifts, and some public holidays, or evening events as staffing levels require.

Benefits:

- Full time NMWA benefits for full-time employees
  - Housing and Transportation Stipend
  - Medical, Dental, and Vision coverage
  - Life Insurance
  - 403(b) Retirement Plan Contribution
  - 20 PTO days
  - 11 Paid Holidays
  - Hybrid Remote Work Schedule

Compensation

- Hourly non-exempt position starting at $20 per hour

Physical Requirements:

- Ability to stand, sit, reach, and kneel at various time during the working day
- Ability to work on a computer for up to 8 hours a day

- Ability to lift up to 15 lbs.
- Ability to use the phone for extended period of times
- Ability to operate a car