



Museum Shop Assistant Job Description

Museum Shop Assistant

The Museum Shop Assistant is responsible for maintaining daily sales and activities of the Museum Shop, when scheduled. This is a part-time position reporting to the Retail and Tourism Manager.

Duties and Responsibilities:

- | Assist Retail and Tourism Manager in daily activity of the shop.
- | Provide excellent service to visitors, members, and donors.
- | Answer customer questions whether in person or over the phone, recommend merchandise to purchase, and take phone orders.
- | Responsible for opening and closing procedures when scheduled. May include opening and closing of Historic Houses (schedule dependent).
- | Help maintain museum shop displays so that merchandise is presentable and has maximum appeal to customers. Keep Shop neat, tidy and clean while adhering to any and all COVID 19 protocols.
- | Work with other staff and volunteers to ensure a consistently high standard of orderliness and tidiness in all areas open to the public. Report problems immediately.
- | Other duties as assigned by the Retail and Tourism Manager.
- | Promote Museum Shop as a singular shopping experience while publicizing our program offerings.

Qualifications:

- | Demonstrates exemplary customer service skills and computer/POS efficiency.
- | Prior retail/tourism experience required.
- | Flexibility in scheduling needed along with a positive and professional attitude.

Requirements

- | Availability to work on a flexible Monday-Sunday basis.
- | Must be prompt and reliable in showing up for scheduled shifts and responding to work communications by phone and/or email, and have a reliable method of transportation.
- | Follows security measures pertaining to cash, merchandise, collection pieces, and customer information
- | Adheres to dress code set by HHS
- | Part – Time position: Hours as needed, maximum 24 hours per week; seasonal work on an “as needed” basis beginning in April/May and ending in December

Pay Rate: \$15.30 Per Hour

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