

# Job Description: **Museum Store Sales Associate**

**Status:** Part-Time, Non- Exempt, 29 hours or less/ Week (*on-site*)

**Department:** Guest Experience

**Pay Amount:** \$7.25 per hour



## **General Statement of Duties**

*The Sales Associate is responsible for providing customer service excellence, product knowledge, stocking and display upkeep, handling of sales register and other duties as required. The Sales Associate greets customers, conducts sales, helps maintain the neatness and cleanliness of the Museum Store, assists in processing merchandise as it arrives, re-stocks merchandise and conducts light duties as necessary (i.e. processing recyclables). This position recognizes the capacity to achieve greater results by integrating skilled volunteers and leveraging their diverse knowledge and abilities. The Museum Store Sales Associate is under the direction of the Museum Store Manager and the Assistant Museum Store Manager.*

## **Qualifications**

- Must be 16 years or older
- Outgoing, friendly, service oriented. Able to communicate enthusiasm for the museum and its programs.
- Must be bondable.
- Must have a professional appearance.
- Exceptional communication skills. Must be tactful and display discernment and discretion.
- Must be able to remain calm in confrontational and crisis situations.
- Ability to gracefully handle multiple tasks simultaneously.
- Possess basic math skills and basic understanding of debits and credits.
- Basic computer skills and cash register experience helpful.
- Good organizational skills - able to juggle multiple projects and responsibilities simultaneously
- Detail oriented.

## **Duties and Responsibilities**

- Be a positive, enthusiastic representative of the Virginia Living Museum
- The Museum Store Sales Associate welcomes each visitor to the Museum and assists them with purchasing items and answering questions about items for sale in the store.
- The Associate will perform duties required to open and close the Museum Store each day.
- The Associate will ensure all spaces are ready for guests by notifying appropriate staff if any actions are required to clean or repair an item or area.
- The Associate will operate cash registers with accuracy, ensuring that correct items are sold, that customers receive proper change, and that all transactions are completed with courtesy and precision.
- Ensures that the Store appearance is presentable to guests.
- Stock shelves and help to process incoming Museum Store inventory.
- Engage and oversee volunteers in completion of duties.
- Other duties as assigned.

## **Essential Job Requirements**

- Ability to work weekends & occasional evenings.
- Must be able to hear and speak clearly.
- Physical requirements include medium work, must be able to lift 40 lbs.
- Must be able stand for extended periods of time and move about on foot to accomplish tasks.
- Must be able to stoop, kneel, crouch, crawl, reach, push, pull, lift, grasp, feel, and utilize repetitive motions.
- Perform activities such as: preparing and analyzing data, transcribing, operating & viewing a computer, and extensive reading.
- The position is subject to environmental conditions for activities occurring indoors and outdoors.

**Qualified applicants please submit VLM application, cover letter, resume, and references by May 18. No phone calls, please.**

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