



JOB TITLE: Museum Shop Assistant

CLASSIFICATION: Part-time	EXPECTED HOURS OF WORK: Sat & Sun 11:30 PM–5 PM, Wed 10 AM–6 PM, Thurs 1 PM–5 PM
DEPARTMENT: Facilities and Museum Shop	REPORTS TO: Director of Facilities and Museum Shop

POSITION SUMMARY: The Museum Shop Assistant is responsible for continuing the Fabric Workshop and Museum experience within the Museum Shop setting, and for its daily operations, in order to maximize profitability, provide exceptional customer service, and ultimately enhance the reputation of FWM. The Museum Shop Assistant also serves as an ambassador for the museum by greeting guests and answering questions about the museum, current exhibitions, and store products.

DUTIES & RESPONSIBILITIES:

- Assists the Director of Facilities and Museum Shop with the following retail operations:
 - Interacts with customers and provides optimum service. Processes daily sales transactions, shipping online orders and restocking. Write product descriptions and social media post for special promotions in-store, and e-commerce (web and IG shop) while providing a seamless experience for all guests.
 - Maintains a neat and orderly store by dusting shelves, straightening merchandise, keeping register area clutter-free, and restocking bags and tissue paper as needed. Designs and installs Museum façade window displays. Coordinates inventory controls, including adding new inventory to point of sale software, managing online inventory and conducting annual physical inventory counts, and working with auditors.
 - Staffs on-site and off-site events related to Museum Shop merchandise.
- Serves as building key holder.
 - Opens and closes the building and Museum Shop on Saturdays, Sundays, and occasionally during the regular work week, and whenever the Director of Facilities and Museum Shop is absent, including early mornings for gallery install and de-install and special events and occasions.
- Prepares donation box deposits.
- In coordination with Visitor Services staff, monitors all activities on the first floor and ensures galleries are opened and closed on time.
- Helps Director of Facilities and Museum Shop identify inclement weather and monitor sidewalks for salt treatment in the winter, including placing wet floor signs at Museum Entrance.
- Reports any issues with visitors or artworks in the galleries, and emergencies including building alarms and facilities issues, leaks, HVAC, temperature, and maintenance to the Director of Facilities and Museum Shop.
- Works closely with security and building maintenance contractors.
 - Communicates with building contractors in the absence of the Director of Facilities and Museum Shop.

- Performs thorough building closing procedures with security officers, including securing the back and front doors, and checking in with the Associate Director for Administration.
- Remains cognizant of security officers' whereabouts and promptly reports security related issues.
- Reports tardiness of Security and Building Maintenance Contractors.
- Performs other related duties as assigned by Supervisor.

SUPERVISORY RESPONSIBILITIES:

- This job has no staff supervisory responsibilities.

COMPETENCIES:

- Customer Service—Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Quality Management—Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen—Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Cost Consciousness—Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Planning/Organizing—Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Attendance/Punctuality—Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

QUALIFICATIONS:

- A minimum of 2 years of retail or equivalent sales experience.
- Strong organization, problem-solving, attention to detail, and customer service skills, including in-person and over the phone.
- Familiarity with POS (point-of-sale) system for cash receipts and sales, and basic math skills a requirement.
- Excellent communication skills.
- Ability to work in a fast-paced environment and multi-task.
- Experience with handling art and delicate merchandise.
- Extensive knowledge of retail supervision merchandising techniques, store display, and selling methods.
- Proven knowledge of administrative procedures.
- Ability to adapt to change.
- Ability to work independently and as part of a team.
- Working knowledge of Microsoft Office.
- Available to work a flexible schedule based on Museum needs.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Frequently required to lift/push/carry items less up to 50 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.