



Museum Shop Associate

THE FABRIC WORKSHOP AND MUSEUM

The Fabric Workshop and Museum (FWM) is a contemporary art museum, with an internationally acclaimed Artists-in-Residence (AIR) program, located in Center City, Philadelphia. Founded in 1977, FWM encourages artists at all stages of their careers to experiment with new materials and new media in a veritable living laboratory. FWM is easily accessible via public transit and is steps from Reading Terminal Market and blocks from Chinatown and historic City Hall.

POSITION SUMMARY: The Museum Shop Associate (the “Associate”) ensures that The Fabric Workshop and Museum (FWM) visitor experience continues seamlessly from the galleries and workshop into our creative retail environment by providing a high level of customer engagement and service. This role is responsible for the Museum Shop’s daily operations and supports the **Director of Facilities and Museum Shop** (the “Director”) in their efforts to ensure the shop remains a vibrant and sustainable resource for FWM.

By maintaining a welcoming atmosphere, the Associate strengthens the reputation of FWM and serves as a vital museum ambassador who greets guests and offers information on exhibitions, public programs, and the unique history of the shop’s curated products and artist editions.

PAY + EXPECTED HOURS OF WORK

This is a part time, hourly, non-exempt position. The hourly rate is \$16.00 per hour.

Required shifts:

- Wednesdays: 10:00 am–2:00 pm
- Thursdays: 1:00–5:00 pm
- Fridays: 12:00–6:00 pm
- Saturdays: 11:30 am–5:00 pm
- Sundays: 11:30 am–5:00 pm

Occasional evening shifts for special events and exhibition openings.

DEPARTMENT / REPORTS TO

Museum Shop / Director of Facilities and Museum Shop

DUTIES + RESPONSIBILITIES

Core Shop Operations

- **Customer Experience + Sales:** Welcomes visitors with warmth and hospitality, ensuring every interaction reflects a high standard of service; facilitates customer purchases across multiple platforms, including the physical shop, phone, email, web, and social media, by processing transactions through Shopify, FWM's point-of-sale system. Coordinates shipping and fulfilling e-commerce orders.
- **Shop Maintenance:** Maintains a neat and orderly store by dusting shelves, cleaning fixtures, restocking inventory, organizing merchandising displays, and ensuring the register area is clutter-free and stocked with necessary supplies (bags, tissue paper, etc.).
- **Merchandising & Visuals:** Assists with in-store merchandising and the installation of the museum façade window displays on a seasonal or exhibition-specific basis.
- **Inventory:** Follows inventory controls by adding new stock to Shopify and assisting with annual inventory counts.
- **Events + Outreach:** Staffs on-site and off-site events, pop-up markets, and in-store workshops related to the Museum Shop.
- **Cash Handling + Logging:** Performs regular cash counts and maintains deposit logs for FWM's donation box and shop sales to ensure accurate weekly records.

Ancillary Operations + Support

- **Facility + Security Support:** Serves as a building keyholder for opening and closing procedures on weekends and when the Director is off-site. Provides supplemental assistance with exhibitions, gallery monitoring, and emergency protocols as required. Collects and distributes mail.
- **Operational and Facilities Liaison:** Acts as a point of contact for the Director; responsible for relaying site status, security presence, or facility maintenance needs (e.g., HVAC, leaks, or weather-related safety) when the Director is off-site.
- Performs other related duties within the scope of this job classification as assigned by Supervisor.

SUPERVISORY RESPONSIBILITIES

This job has no staff supervisory responsibilities.

COMPETENCIES

- **Customer Service**—Provides friendly, prompt, and attentive service to all visitors; maintains a professional and composed demeanor when navigating sensitive service interactions or resolving customer concerns.

- **Attention to Detail**—Takes pride in keeping the store organized and looking its best; makes sure tasks like pricing and stocking are done accurately the first time.
- **Business Awareness**—Understands how their daily work helps the store succeed; keeps an eye on what's selling well and helps the team reach sales goals.
- **Store Resourcefulness**—Uses store supplies (like packaging and cleaning tools) wisely; handles merchandise carefully to prevent damage and helps keep costs down.
- **Planning/Organizing**—Gets through the daily "to-do" list quickly; knows how to prioritize tasks like restocking during slow periods so they're ready for the next rush.
- **Attendance/Punctuality**—Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time; ensures a manager or teammate is informed if they're running late so the floor is always covered.
- **Effective Communication**—Listens carefully to customers and teammates; explains things clearly and asks questions when unsure to ensure tasks are done correctly.

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) systems for cash receipts and sales, and basic math skills are required.
- Excellent verbal and written communication skills.
- Ability to work in a fast-paced environment and multi-task.
- Experience with handling art and delicate merchandise.
- Experience in floor management and visual presentation of merchandise preferred.
- 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 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.

TO APPLY

Interested candidates should send a letter of interest, resume, and their contact information to opportunities@fabricworkshopandmuseum.org. Please include "Application: Museum Shop Associate" in the subject line of your email. Application review is ongoing and will continue until the position is filled.

After applications are reviewed, selected applicants will be contacted for interviews. If you need assistance, contact us at opportunities@fabricworkshopandmuseum.org.

FWM's COMMITMENT

The Fabric Workshop and Museum is an Equal Opportunity Employer (EOE). All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status. FWM's culture embraces diversity within the workplace, and outside, and welcomes all candidates to apply, without fear of discrimination. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. Offers of employment are contingent upon the return of a satisfactory background check