



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION TITLE: Gift Store Sales Associate

DIRECT ACCOUNTABILITY: Store Manager

SUMMARY: As a staff member of the store/concessions you will work directly with customers and are expected to project a positive, friendly, and professional image for the Museum. You will work with other staff to further the Museum's mission and to sustain a quality experience for the patrons. You must maintain a working knowledge of the Museum, the store/concessions, and products sold. Be a team player and key contributor to achievement of the department's goals.

QUALIFICATIONS: Friendly Customer Service attitude. Good oral communications skills. Ability to handle cash register transactions. Ability to work in a fast-paced environment near children. Ability to lift to 50 pounds and stock the store merchandise in storage and display areas.

DUTIES AND RESPONSIBILITIES:

You will be expected to:

1. Greet all customers in a courteous and helpful manner.
2. Maintain display cases and counters, pricing, restocking, and cleaning.
3. Assist with incoming merchandise and inventory counts and control.
4. Assist with daily operations including
 - a. Answer the phones.
 - b. Assist customers in finding items.
 - c. Keep the floor clean and merchandise organized.

COMPETENCIES:

1. Written and Verbal Communication Skills.
2. Time Management.
3. Collaboration Skills.
4. Personal Effectiveness/Credibility.
5. Flexibility.
6. Stress Management/Composure.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities.

WORK ENVIRONMENT:

This job operates in a professional retail environment. This role routinely uses standard office equipment such as POS System, computers, and phones.

PHYSICAL DEMANDS:

Must be able to perform the following physical behaviors repetitively throughout a shift: standing, walking, handling, reaching horizontally, grasping firmly, reaching above the shoulder, reaching below the waist, pushing buttons, bending, twisting, stooping, squatting, crouching, kneeling, and pushing. This position will require that you stand for up to 4 hours at a time. Must be able to lift 25 lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part-time, non-exempt position, up to 30 hours per week. Days and hours of work are Monday through Saturday 10:00 a.m. to 6 p.m. Sunday 12:00 p.m. to 6:00 p.m. May have an occasional evening requirement.

Concessions Employees: Hours will vary based on show times and including mornings, afternoons, and evenings.

TRAVEL:

No overnight travel is expected for this position. There may be occasional local day travel.

REQUIRED EDUCATION AND EXPERIENCE:

1. Must be pursuing a high school diploma or GED.

ADDITIONAL ELIGIBILITY QUALIFICATIONS: N/A