



The Cummer Museum of Art & Gardens Employment Opportunity – Retail Associate

The Cummer Museum of Art & Gardens seeks **Part-time Retail Associates** to join the Retail Operations team. The successful candidate(s) will create an excellent museum shop experience by providing a welcoming environment and outstanding customer service to ensure the shop is a positive extension of the overall visitor experience. The Retail Sales Associate will assist people of all abilities in a professional, courteous manner that aligns with the Museum’s service standards, brand promise, and core values.

- Support the Cummer’s mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect of individual, commitment to our community, and accountability and ownership.
- Know, understand, and work towards shop revenue goals.
- Assist visitors in their selections using suggestive selling to relate product features and their connections to the museum’s collection.
- Complete receiving of new merchandise and shipping of purchased merchandise.
- Assist in developing and maintaining merchandise presentations, including restocking.
- Maintain clean and orderly shop spaces especially register/wrap area.
- Prepare daily cash reports and daily deposits.
- Ensure appropriate follow up on customer requests.
- Assist with loss prevention and stock control.
- Participate in “all staff” meetings and staff exhibition tours.
- Stay informed about current and future museum exhibitions and programs.
- Work collaboratively with museum associates from other departments.
- Promote museum memberships, events, and programs.
- Follow professional museum etiquette, museum policies and procedures.
- Know fire, safety and emergency policies and procedures.
- Know museum amenities, galleries, and exhibitions.
- Perform other job duties as assigned, including assistance with special events.

Knowledge, Skills and Abilities:

- High school or equivalent required. Some college preferred
- Basic computer competency in Microsoft Windows and Office
- Knowledge of basic office skills, basic math, and proper cash handling procedures
- Ability to provide superior customer service
- Ability to communicate effectively and with diplomacy when interacting with public, donors, staff, volunteers, and vendors
- Ability to operate POS
- Ability to work independently as well as with a team

- Must be available at least 16 hours per week including any three of the four busiest shifts at the Museum; Tuesday, Friday, Saturday, and Sunday. In addition, we require a minimum availability of 4 weekend days per month.

Qualified applicants send cover letter and resume to the Cummer Museum of Art & Gardens, Attn: Human Resources Department, 829 Riverside Ave, Jacksonville, FL 32204 or jobs@cummuseum.org.