

The Cummer Museum of Art & Gardens
Job Description

Position: Retail Associate
Supervisor: Director of Retail Operations
Status: Part-time and Non-Exempt

Essential Function:

Create an excellent museum store experience by providing a welcoming environment and outstanding customer service to ensure the store 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 of quality, access, and fun.

- 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 store revenue goals.
- Assist visitors in their store 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 store spaces especially register/wrap area.
- Prepare daily cash reports and daily deposits.
- Ensure appropriate follow up on customer requests.
- Answer routine guest questions, emails, phone and voicemail inquiries.
- Assist with loss prevention and stock control.
- Participate in "allstaff" 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.
- Communicate in both spoken and written word with tact, diplomacy, and/or authority when necessary.
- 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
- Ability to work a flexible schedule including nights and weekends.

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

Working Conditions and Physical Requirements:

- Must be available at least 16 hours per week including one weekend day and one evening shift per week.
- Must be able to perform duties while standing
- Normal building and office environment with occasional outside work
- Frequently required to talk or hear
- Specific vision abilities include close vision, distance vision, and the ability to adjust focus