

National Nordic Museum 2022 Job Description

Position Title:	Museum Store & Sales Associate
Department:	Operations
Reports To:	Retail and Purchasing Manager
Status:	Part-Time – Non-Exempt
Revision Date:	1/11/2022

Position Overview	The Museum Store & Sales Associate is responsible for providing excellent customer service to all guests of the National Nordic Museum and ensuring a welcoming experience. This position assists with the day-to-day operations of the Museum Store and supports weekday, weekend, and occasional evening visitor areas including Admissions and Gallery Monitoring.
Essential Job Functions	<ul style="list-style-type: none"> • Represent the National Nordic Museum to the public and all stakeholders in a positive and professional manner. • Perform Museum Store and Admissions duties as assigned. • Open and close Museum Store and/or Admissions desk. Count in and reconcile daily tills; ensure accurate deposits to Finance Department. • Greet visitors and provide them with product information • Handle POS transactions and check in guests. • Understands Store & Admissions policies and procedures including gift card, exchange & return policies. • Manage any add-on transactions, including tickets, donations, memberships, etc. • Answer phone, direct phone inquiries to the appropriate department. • Maintain Store appearance for cleanliness & organization. • Ensure tidy counter with up-to-date materials and handouts. • Assists Retail and Purchasing Manager with receiving product, ensuring price tag accuracy and shelving merchandise. • Maintain updated store pricing and signage. • Update inventory status based on requisition sheets and spot inventory counts as directed by the Retail and Purchasing Manager • Keep up to date on Store promotions, Museum Exhibits, Events and Programs. • Under the guidance of the Retail and Purchasing Manager, assists with maintenance of Brick & Mortar promotions to include creating signage, updating POS and removing signage when promotion ends. • Communicate visitor feedback and incidents in the Museum and Museum Store to Retail and Purchasing Manager • Assist with online Store order fulfillment by checking orders during shifts, packing & labeling for shipment or pick-up. • Under the direction of the Retail and Purchasing Manager, assist with Store product imaging for Museum Store social media posts, Store website and Nordic News. • Participate in annual Museum Store inventory process. • Assist with volunteer training and provide product information to volunteers and other Museum store personnel, as required. • Provide supervision and support to Front of House volunteers.

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	<ul style="list-style-type: none"> • Maintain current knowledge of building emergency, safety, and security procedures and protocols. Follow all security and safety protocols. • Other duties as assigned.
Other Skills/Abilities	<ul style="list-style-type: none"> • Outstanding customer service skills and the ability to manage multiple tasks with high energy and strong problem-solving skills. • Excellent communication, effective listening and interpersonal skills. • Ability to work effectively with a variety of stakeholders (staff, volunteers, customers, etc.) • Must be able to quickly and accurately assess priorities. • Highly organized and detail oriented, with excellent administrative skills. • Adaptable to changing business situations and environments. • Ability to work independently and in a team setting.
Requirements	<ul style="list-style-type: none"> • 1-year relevant experience • Flexible schedule, including weekend and evening work. • Ability to function on one's feet for 80% of the day. • Ability to walk frequently, stand for extended periods, climb, push, lift (up to 40lbs), stoop, or carry of equipment and materials. • Visual acuity and manual dexterity. • Proficient in PC platform, Microsoft Office; Word, Outlook & Excel & Publisher. • Valid driver's license

NOTE: This job description is not intended to be all-inclusive. All employees are expected to perform other duties to meet the ongoing needs of the organization.