



Position: **MUSEUM STORE ASSOCIATE**

Location: Customs House Museum & Cultural Center

Job Type: Part-time

Classification: Non-Exempt

Salaried/Hourly: Hourly

Reports To: Senior Museum Store Associate

### Position Overview

This part-time position is required to work in the Customs House Museum and Cultural Center's Museum Store. This area of the Museum's operations is highly customer focused. The Museum Store Associate is responsible for assisting in collecting payments relating to admissions, memberships, special events, programs, gift shop products, and donations. The position also plays a support role in the Museum's membership program.

### Essential Functions

1. Greet and welcome customers and offer friendly assistance;
2. Accurately process sales, returns, exchanges, etc.;
3. Maintain a working knowledge of products in store, including vendor information;
4. Assist with store opening and closing procedures;
5. Adhere to proper internal financial control procedures and loss prevention methods, as directed by Finance Manager and Senior Museum Store Associate;
6. Operate Microsoft Office products, Point of Sale software, and membership database software;
7. Participate in annual retail inventory count;
8. Keep the store clean;
9. Interact with wholesale/consignment vendors;
10. Assist Senior Museum Store Associate with arranging displays of merchandise;
11. Process Museum memberships through the Point of Sale system;
12. Occasionally assist Senior Museum Store Associate with receiving and updating inventory records, printing merchandise labels, and communicating with vendors.
13. Print membership cards and prepare for distribution;
14. Update and access museum member information in PastPerfect database;
15. Assist with museum store and membership events;
16. Relieve other staff during lunch or break times;
17. Assist with processing transactions during Fundraising Events;
18. Other duties as assigned by supervisor or Finance Manager.

This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

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### Competencies

1. Experience working in a retail environment;
2. Excellent communication and public relations skills;
3. Team player with all staff;
4. Proficiency in Microsoft Office programs;
5. Friendly demeanor and professional appearance;
6. Adaptable to a changing work environment.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Working at desk and utilizing a computer for prolonged periods of time;
2. Periodic standing, walking, bending, and stooping, and the ability to lift 20 pounds;
3. Good hearing and vision;
4. Good eye/hand coordination;
5. Occasionally climbing a ladder.

### Travel

This position does not require travel.

### Education and Experience

Graduation from secondary education or GED required, higher education degree preferred.

### Schedule

1. This is a part-time position and a monthly work schedule prepared before the beginning of each month. Hours may vary from week to week, but at least twenty-four (24) hours are scheduled every two weeks;
2. Required to work at least one full-day Saturday and Sunday (half-day) every two weeks;
3. A full-day work schedule is from 9:00 a.m. to 5:30 p.m. with a half hour lunch break;
4. Availability to also work between Tuesdays and Sunday afternoons, during the holiday seasons, and occasional Thursday evenings is preferred;
5. Additional hours may be required to accommodate special projects, cover other employees' vacation/sick days, or during special events/facility rentals;
6. Pay periods are bi-monthly on the 15<sup>th</sup> and last day of each month.

### Benefits

Paid vacation hours and sick time after completion of probationary period.

All new or vacant positions at the Clarksville—Montgomery County Museum, d.b.a. the Customs House Museum & Cultural Center will be filled by the selection of only fully qualified applicants, regardless of race, color, gender, religion, national origin, age, or disability who meet the job related criteria of the job description. All potential employees will undergo a background check, and must provide proof of being able to legally work in the U.S. All potential employees who have cause to drive their own vehicles and/or Museum vehicles for justifiable and approved Museum business must have a valid driver's license and proof of auto insurance.

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Employee Signature

Date