



Museum Store Associate

Job Type: Part-time

Classification: Non-Exempt

Salaried/Hourly: Hourly

Reports To: Finance Manager, supervisor; Retail & Membership Coordinator, supervisor delegate

Position Overview

This part-time position is required to work in the Customs House Museum and Cultural Center's gift shop **Seasons: The Museum Store**. This area of the museum's operations is highly customer focused, and 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

While performing the duties of this job, the employee is regularly required to:

Seasons: The Museum Store

- Greet and welcome customers and offer friendly assistance;
- Accurately process sales, returns, exchanges, etc.;
- Maintain a working knowledge of products in store, including vendor information;
- Assist with store opening and closing procedures;
- Adhere to proper internal financial control procedures, as directed by Finance Manager;
- Operate Microsoft Office products, POS software, and Membership Database software;
- Participate in annual retail inventory count;
- Keep the museum store clean.

Museum Membership

- Process museum memberships through the Point of Sale system;
- Print membership cards and prepare for mailing;
- Update and look up museum member information in Past Perfect museum software;
- Assist with membership events.

General

- Relieve other staff during lunch or break times;
- Occasionally assist with facility rentals;
- Other duties as assigned.

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.

Qualifications, Competencies and Physical Demands

- Minimum Secondary Education or GED;
- Experience in a retail environment;
- Professional demeanor and appearance;
- Good people and communication skills;
- Must be a team player;
- Adaptable to a changing work environment;
- Working knowledge of general cleaning standards and procedures;
- Ability to bend, stoop, stretch, and lift up to 25 pounds.

Schedule

This is a part-time position with hours based on the following:

- Two-week pay period schedules will be prepared in advance;
- Hours may vary from week to week, but at least one (1) Saturday workday from 9:30 a.m.-5:30 p.m. is required in each two-week pay period;
- A minimum of twenty-four (24) hours will be scheduled for each two-week pay period;
- Availability to also work on Tuesdays and Fridays during the day, as well as some Thursday evenings, is preferred; may occasionally be asked to work Sunday afternoons;
- There is potential for additional hours associated with special projects, to cover other employee's vacation/sick days or during special events/facility rentals.

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.

Employee Signature

Date