![Albuquerque Museum Foundation logo]

JOB DESCRIPTION

Location: Albuquerque Museum Store

Position: Professional Retail Sales Associate, Part-time

Date: April 18, 2023

Contact: Please submit resume and cover letter to: store@albuquerquemuseumfoundation.org

The **Albuquerque Museum Store** is seeking a personable, energetic, and responsible individual to join its dedicated and enthusiastic sales team as a part-time sales associate. The position is scheduled for approximately 23 hours per week. The Store is known for its inspired collection of jewelry, design objects, home and fashion accessories, and upscale gifts, as well as its superior customer service. The Store is dedicated to presenting products that celebrate excellence in craftsmanship and that also reflect the Museum's current and permanent exhibits. This is a unique opportunity for the right person to become part of the continued growth and success of the Museum Store and the larger Albuquerque Museum community.

POSITION SUMMARY:

Museum Store Associates are responsible for assisting customers, promoting, and processing sales. Preferred schedule is three days a week, with one of the days being either Saturday or Sunday.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Sales: Promote sales, answer questions, accurately execute transactions using a point-of-sale system. Provide excellent customer service. Relay special customer and vendor issues to the Store Manager. Maintain a well-stocked and attractively displayed store. This includes dusting and vacuuming, and alerting the Store Manager when supplies are needed. Reconcile cash drawer at the end of the day.

2. Attitude: Preserve a positive work environment by communicating cordially and effectively with customers and co-workers.

3. Product Knowledge: Learn about featured artists and store merchandise.

4. Assist in the Receipt of New Merchandise: Unpack and check in using paperwork in shipment.

5. Promote membership: Learn about Museum membership benefits. Handle membership applications.

6. Public Programs & Special Events: As scheduled, assist with sales events, such as member receptions, book signings, special Museum events, etc.

7. Other duties:

   a. Available weekends, occasional evening shifts for events, and holidays, as needed.
   b. Required to be available for Balloon Fiesta in October, and Black Friday weekend in November.
   c. Able to stand for 7.5-hour shift, walk, reach, climb or balance, stoop, kneel or crouch, and lift and carry boxes.
   d. Able to work with visitors of all ages to support the various events at the Museum.
   e. Be familiar with virtual content available and current exhibitions and programs at the Museum.

   This list is not exhaustive and may be supplemented as necessary.

KNOWLEDGE, SKILLS AND ABILITIES:

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education: High School Diploma, degree preferred; or an equivalent combination of education and experience.

Experience/Knowledge: At least one year of customer service experience in a retail environment. Adept with handling cash and processing sales. Ability to handle merchandise, some heavy lifting may be required. Willingness to learn and apply new skills. Ability to multi-task and prioritize. Detail oriented with excellent organizational skills. Ability to work in a fast-paced team environment and be a self-starter. Always demonstrate commitment and flexibility to ensure high quality service.

Communication Skills: Strong customer service skills in person, over the phone, and via email. Professional phone manners are essential. Able to effectively present information in one-on-one, small group format.

Computer Skills: Computer literate, Internet savvy, and experience with MS Word and Excel. Knowledge of general POS system preferred.

Mathematical Skills: Ability to calculate figures and amounts such as discounts and percentages.