



MUSEUM STORE ASSOCIATE JOB DESCRIPTION

Department: Museum Store **Location:** San Francisco
Reports to: Director of Guest Operations
Status: Full Time (30 hours)
Date: November 2024
Hours: Thursday-Sunday (9:30-5:30pm)
Job Code: TBD **FLSA Code:** Non-Exempt
Rate: \$22/hour **Benefits:** Eligible

JOB FUNCTION:

Store Associates are responsible for maintaining knowledgeable and outstanding guest service to Guests of the museum. Duties include but are not limited to educating guests regarding the product in the store, ringing up sales, helping in the cafe, and safeguarding inventory.

DUTIES AND RESPONSIBILITIES:

- Ensure that guests receive outstanding service by providing a friendly environment which includes greeting guests and all other aspects of guest service.
- Maintain knowledge of product, its provenance and relationship to the museum's exhibitions and mission.
- Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed.
- Proactively interacts with public in a professional manner.
- Aid guests in locating merchandise.
- Perform sales transactions in POS system throughout the shift.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. Balance monies to daily receipts at the end of the shift without incurring any shortage or overage.
- Assist in processing and replenishing merchandise and monitoring floor stock levels.
- Performs sales duties in the café as needed
- Stays abreast of all Museum events both ongoing and upcoming
- Assist in display maintenance and housekeeping.
- Maintain a professional appearance and demeanor. Adhering to the dress code provided.
- Participate in bi annual inventories as needed
- Provide guidance, assistance and instructions to patrons in case of emergency.
- Assist with other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent customer service and communication skills

- Demonstrated ability to engage effectively with diverse audiences.
- Previous experience using point of sale equipment in order to sell product and process refunds
- Ability to work with a variety of people from various backgrounds and cultures
- Must be available to work weekends and holidays.

EDUCATION AND EXPERIENCE:

- High school diploma
- Previous experience working in Retail Store, Museum, or with the public in a face-to-face capacity.
- Bilingual fluency especially in Spanish, Chinese, Japanese or other foreign languages a plus

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders), reaching above the shoulders, lifting of up to 50 lbs., lifting and transporting moderately heavy objects such as furniture, file cabinets, equipment, boxes, etc. Work may require occasional weekend and/or evening work.