

North Carolina Museum of Art Foundation, Inc.



Job Title: Retail Sales Associate (Seasonal Position)
Opening Date/Time: 01/22/2018
Closing Date/Time: Until Filled
Job Type: Part Time- Variable
Location: North Carolina Museum of Art Foundation, Inc.
2110 Blue Ridge Road, Raleigh, NC 27607
Reports to: Retail Store

PART TIME MUSEUM SALES ASSOCIATE

Sales Associate Job Description

As a Retail Sales Associate, you will play an important part in ensuring that our customers have a rewarding experience that will keep them coming back time after time. You will be part of a museum environment where your style sense and outstanding customer service skills will support our mission of providing the museum visitor with a positive, enriching experience of art and contribute to our overall success.

Responsibilities will include, but are not limited to, having strong customer engagement, providing product knowledge to our customers, processing transactions, working as part of a team with a key focus on sales and replenishment.

The ideal candidate is motivated, enjoys working one-on-one with customers and is excited about working in an environment dedicated to art. The candidates must be able to work approximately 20-25 hours per week which will include weekdays, weekends, holidays, and/or extended hours.

Responsibilities:

- Greet customers in a timely, professional and engaging manner
- Provide knowledgeable feedback to customers regarding merchandise.
- Work as a team player to ensure each customer receives the best service possible and actively work toward individual/team sales goals.
- Perform daily in-store tasks including stock work, re-merchandising, replenishing, display and cleaning
- Process retail transactions and accurately handle money.
- Follow protocol and dress code.
- Keep current about store promotions and policies.
- Keep current about museum events, policies and the collection.
- Help with daily opening and closing procedures.

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- Assist with projects and other assignments such as tagging merchandise and keeping displays stocked as requested.

Qualifications:

- Must be 18 years of age or older
- High School diploma or equivalent
- Basic computer, math and reading skills
- Must be able to pass pre-employment background and credit check

Preferred Experience:

- 1+ years of high-end boutique retail experience

Skills Summary:

- Ability to communicate effectively and develop relationships with customers, peers and management
- Ability to meet or exceed customer service standards
- Ability to positively and proactively handle customer concerns and prioritize multiple tasks in a fast-paced environment
- Teamwork oriented
- Demonstrate knowledge of administrative aspects of store operations
- Demonstrate knowledge of store products and visitor services
- Be present and punctual for all assigned shifts
- Flexibility with schedules, including nights, weekends and holidays

Ability to handle physical requirements to accomplish daily responsibilities including but not limited to:

- Tagging, hanging and folding merchandise
- Lift and carry up to 20 lbs.
- Climbing, reaching, pushing/pulling
- Standing for extended periods of time

Equipment used:

- Basic office equipment; phone, computer
- TAM POS system

Diversity Statement: The North Carolina Museum of Art Foundation, Inc. is committed to creating an equitable, hospitable, appreciative, safe, and inclusive environment – one that embraces the full spectrum of all community members’ contributions. The NCMA Foundation makes this commitment because: Diversity strengthens the workforce in competence and ability; Celebrating diversity appreciates and values individual differences; Diversity serves an increasingly heterogeneous society; Diversity is crucial to our ability to serve all citizens. The

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NCMA Foundation encourages and supports staff efforts to reach out to people of all races, national origins, abilities, religions, sexual orientations, veteran status, ages, and genders who visit and who live in communities nearby. This outreach is to focus on engaging in partnerships that expand programs and services in a way that is meaningful and of value to all people. The NCMA Foundation is dedicated to offering quality experiences to all visitors through a workforce and volunteer corps that reflects the diversity of North Carolina.

The North Carolina Museum of Art Foundation, Inc. is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Human Resources.