

THE JOSLYN

RETAIL SERVICES

Job Title

Retail Services Associate

Employment Status

On-Call

*Museum Hours: Tue–Sun 10 am–4 pm, open to 8 pm Wed–Thu

This role requires weekend availability as needed.

Department

Retail Services

Reporting Responsibility

Director of Finance & Operations

Position Summary

The museum shop, strategically located at the entrance of the newly expanded wing and visitor access point, will feature enhanced visibility and a bright, modern aesthetic, necessitating a near-complete remerchandising. The Retail Services Associate assists with the daily operations of the museum shop to maximize sales and maintain operational standards. This role is pivotal in ensuring the shop's success and enhancing the visitor experience through high-quality retail services.

Major Duties

Customer Service Excellence:

- Provide exceptional customer service, addressing customer needs promptly and courteously
- Handle customer inquiries effectively and resolve any issues with professionalism

Retail Operations:

- Monitor sales performance and provide regular reports to management
- Keep the shop tidy and restock throughout the day

Problem-Solving and Knowledge:

- Respond promptly to operational or customer service issues with creativity and resourcefulness, coordinating appropriate solutions
- Stay informed about museum activities, exhibitions, and events to assist and inform customers effectively

Team Collaboration:

- Work collaboratively with the Retail Services Manager and other team members to ensure smooth shop operations
- Foster a welcoming and inclusive environment for all visitors and staff

Adherence to Policies:

- Adhere to policies and procedures as outlined in the Employee Handbook

Minimum Qualifications

- Previous experience in a retail environment
- Flexible schedule to accommodate weekend and evening hours or special events
- Ability to work easily with a diversity of staff, volunteers and patrons and present a professional appearance & demeanor

Physical Qualifications

Mobility:

- Ability to stand and walk for extended periods, assisting customers and stocking merchandise
- Capability to bend, stoop, and reach various areas of the shop to retrieve and organize items

Stationary Tasks:

- Proficiency in performing repetitive tasks, such as stocking shelves, organizing merchandise, and maintaining displays
- Ability to maintain focus and energy during busy periods, including events and high-traffic times

Equipment Handling:

- Adequate hand dexterity to operate the Point of Sale (POS) system efficiently and handle merchandise accurately

Lifting:

- Capability to lift and carry up to 30 pounds, including moving boxes of merchandise and stocking shelves

Visual and Communication Skills:

- Visual acuity to ensure accurate pricing, stocking, and display of merchandise
- Clear verbal communication skills for interacting with customers, staff, and volunteers, ensuring excellent customer service

Preferred Qualifications

- High school diploma or equivalent, some college experience preferred
- Exhibit excellent math, verbal, and written communication skills
- Previous experience in art or specialty gift retail store
- Understand retail sales systems (POS)

Compensation

Salary: \$18.00, Hourly

Reasonable accommodations will be provided to qualified individuals in accordance with the applicable federal, state, and local law. If reasonable accommodation is needed to participate in the hiring process, to perform the essential functions of the job, and/or to receive other benefits and privileges of employment, please contact careers@joslyn.org.

To Apply

Please submit your cover letter and resume via email to careers@joslyn.org, and include the job role in the subject line. The Joslyn Art Museum believes in fostering diversity and equal opportunity as integral parts of its hiring practices, upholding its commitment as an Equal Opportunity Employer. Qualified candidates of all backgrounds are encouraged to apply for this position. Joslyn offers competitive compensation and a generous benefits package to eligible employees.

Our Mission

The Joslyn brings people together to explore art across time and cultures.

The Joslyn Art Museum was a gift to the people of Omaha from Sarah Joslyn in memory of her husband, George. From its first day, November 29, 1931, to today, the Museum has welcomed millions of visitors from around the world. Joslyn's collection of over 12,000 objects represents 5,000 years of human creativity and the world's diverse cultures. The campus comprises three stunning buildings—distinct yet connected—surrounded by sculpture gardens. Learning and engagement opportunities abound, and general admission is free to all, always.