

# THE JOSLYN

## RETAIL SERVICES

### Job Title

Retail Services Lead

### Employment Status

Part-Time or Full-Time | Non-Exempt

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

### Department

Retail Services

### Location

On-Site | In-Person

### Reporting Responsibility

Retail Services Manager

### Position Summary

Joslyn Art Museum has officially reopened after a two-year closure to the public. 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 Lead assists the Retail Services Manager with the daily operations of the museum shop to maximize sales and maintain operational standards and will oversee shop operation at designated times. This role is pivotal in ensuring the shop's success and enhancing the visitor experience through high-quality retail services.

#### Lead Duties:

- Supervise and coordinate the daily tasks of the retail staff
- Restock and refresh merchandise, as needed
- Assist with inventory management tasks
- Assist with fulfillment of online sales, including communication, packing, and shipping
- Assist with management of online retail presence, including merchandise photography and updating item information
- Develop and maintain cleaning schedules, ensuring tasks are completed efficiently
- Train and support team members in performing their duties effectively
- Perform administrative duties as needed
- Handle cash and Point of Sale (POS) system, ensuring accurate cash handling procedures, processing and reporting

#### Operations and Management:

- Respond promptly to any operational or customer service issues, coordinating appropriate solutions
- Monitor sales performance, providing regular reports to the Retail Services Manager
- Perform opening and closing duties, including preparing the shop for business at the start of the day and securing the shop at the end of the day

#### Customer Experience:

- Ensure all visitors to the Museum shop have a positive and engaging shopping experience
- Remain knowledgeable about Museum activities, exhibitions, and events to assist and inform customers
- Handle customer inquiries, resolving any issues with professionalism and courtesy

#### General Responsibilities:

- Adhere to policies and procedures as outlined in the Employee Handbook
- Foster a welcoming and inclusive environment for all visitors and staff
- Perform other duties related to your department as assigned

## 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
- Must be reasonably accessible either at the museum or via cell phone during Museum hours when manager is unavailable

## 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

- Exhibit excellent math, verbal, and written communication skills
- Previous experience in art or specialty gift retail management
- Understand retail sales systems (POS)
- Demonstrate basic knowledge of or willingness to learn Photoshop and Excel

## Compensation

Salary: \$19.00, 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](mailto:careers@joslyn.org).*

## To Apply

Please submit your cover letter and resume via email to [careers@joslyn.org](mailto:careers@joslyn.org), and include the job role in the subject line. 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.

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. The 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.