

# THE JOSLYN

## RETAIL SERVICES

### Job Title

Retail Services Associate

### Employment Status

On-Call | Non-Exempt

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

*This role requires weekend availability as needed.*

### Department

Retail Services

### Reporting Responsibility

Retail Services Manager

### Position Summary

The Retail Services Associate supports daily museum shop operations while helping maintain a welcoming and well-organized retail environment. This role focuses on excellent customer service, shop presentation, and operational support, serving as a front-facing presence and collaborating with the team to ensure a positive visitor experience.

### Major Duties

#### Customer Service Excellence

- Provide exceptional, welcoming customer service and address visitor needs promptly and courteously
- Engage visitors in friendly, meaningful interactions that create a positive and memorable museum experience
- Answer general questions about the museum, exhibitions, and overall visitor experience
- Handle customer inquiries and resolve issues with professionalism and care

#### Retail Operations

- Accurately process sales transactions using the Point of Sale (POS) system
- Maintain a clean, organized, and inviting shop environment throughout the day
- Restock merchandise and monitor inventory levels
- Assist with inventory tasks, including receiving, counting, organizing, and retrieving merchandise from storage areas such as the stockroom or attic
- Support daily shop setup and breakdown, including moving stanchions at the shop entrance before opening and after closing

#### Problem-Solving and Operational Awareness

- Respond promptly to operational or customer service issues, coordinating appropriate solutions
- Troubleshoot basic technical issues such as POS systems or receipt printers and escalate to a Lead or Manager as needed
- Monitor shop conditions, merchandise presentation, and supply needs, communicating concerns to a Lead or Manager in a timely manner
- Stay informed about museum activities, exhibitions, and events to better support visitors

#### Team Collaboration

- Work collaboratively with the Retail Services Manager, Leads, and team members to support smooth daily operations
- Follow direction from Leads regarding daily priorities, tasks, and operational needs
- Contribute to a welcoming, inclusive, and supportive environment for both visitors and staff
- Provide occasional support to the Visitor Experience team, including assisting with guest check-ins at the welcome desk as needed

#### Adherence to Policies:

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

## Minimum Qualifications

- Previous experience in a retail or customer-facing environment
- Flexibility to work evenings, weekends, and special events as required
- Ability to work effectively with a diverse group of staff, volunteers, and patrons while maintaining a professional appearance and demeanor
- Strong communication skills and the ability to work collaboratively in a team-oriented environment

## 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 required; some college experience preferred
- Excellent math, verbal, and written communication skills
- Previous experience in an art museum, gallery, or specialty gift retail environment
- Basic proficiency with retail and office technology, including POS systems and light technical troubleshooting
- Strong attention to detail related to shop organization, visual merchandising, and inventory awareness

## 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](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. The 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.