

THE JOSLYN

RETAIL SERVICES

Job Title

Retail Services Lead

Employment Status

Part-Time | 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

Location

On-Site

Reporting Responsibility

Retail Services Manager

Position Summary

The Retail Services Lead assists the Retail Services Manager with the daily operations of the museum shop to maximize sales, maintain operational standards, and ensure a high-quality visitor experience. This role oversees shop operations during assigned shifts and serves as a key point of communication between staff, departments, and leadership. The Lead supports a collaborative, organized, and responsive retail environment within the broader museum setting.

Major Duties

Lead Duties:

- Supervise and coordinate daily tasks for retail staff during assigned shifts
- Restock merchandise, assist with inventory management, and maintain overall shop organization
- Support in-person and online sales fulfillment, including customer communication, packing, shipping, and managing the online retail presence with updated photos and item information
- Train, support, and provide guidance to team members to ensure effective performance
- Develop and maintain cleaning schedules and support general shop upkeep
- Perform administrative duties as needed
- Handle cash and operate the Point of Sale (POS) system, ensuring accurate processing and reporting
- Troubleshoot basic POS, equipment, or shop technology issues and escalate as needed
- Communicate and document operational updates, safety or facility concerns, and shift priorities to ensure continuity of operations across departments

Operations and Management:

- Respond promptly to operational or customer service issues and coordinate appropriate solutions
- Monitor sales performance and provide regular reports to the Retail Services Manager
- Perform opening and closing duties, including preparing the shop for daily operations and securing it at the end of the day
- Ensure clear communication between shifts by documenting key updates for incoming staff
- Support general shop upkeep by identifying housekeeping or maintenance needs and coordinating follow-up

Customer Experience:

- Ensure all visitors to the museum shop have a welcoming, positive, and engaging shopping experience
- Maintain knowledge of museum activities, exhibitions, and events to effectively assist customers

- Address customer inquiries and resolve issues with professionalism and care
- Provide occasional support to the Visitor Experience Ambassador team, including assisting with guest check-ins at the welcome desk as needed

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

- ***Must pass an extensive background and credit investigation***
- 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

- Previous experience in art, museum, or specialty gift retail, including supervisory or lead experience
- Excellent math, verbal, and written communication skills
- Understanding of retail sales systems, including Point of Sale (POS) platforms
- Basic knowledge of or willingness to learn Photoshop and Excel; willingness to learn additional systems as needed

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.

To Apply

PLEASE SUBMIT YOUR COVER LETTER AND RESUME VIA EMAIL TO 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.