

SHOP ATTENDANT

Purpose Statement

The job of the Shop Attendant is to oversee the Museum's Shop, including selling products and providing excellent customer services to patrons of the Museum. The Shop Attendant is responsible for greeting customers as they come in the shop, assisting with receiving, pricing, displaying, restocking shelves, dusting, and cleaning are also required.

This part-time job reports to the Shop Manager and the Deputy Director, Operations.

Essential Functions

- Offer a welcoming greeting to all customers as they enter the shop for the purpose of making the customers feel welcome.
- Initiate conversation, ask open-ended questions to determine customer needs for the purpose of meeting their needs.
- Communicate information regarding product details to customers for the purpose of making sales.
- Accurately answer routine questions/inquiries in a helpful and courteous manner for the purpose of providing customer service.
- Maintain cleanliness of shop for the purpose of upholding Museum standards.
- Uphold customer service standards for the purpose of providing excellent customer service.
- Inform customers of our in-store specials and promotions and their advantages for the purpose of making more sales.
- Utilize add on selling for the purpose of maximizing sales.
- Handle cash, change and operate the cash register including credit card machine and be somewhat familiar with our Quick Books POS system for the purpose of processing sales as quickly and efficiently as possible.
- Always thank the customer for visiting the store and encourage them to return for the purpose of providing excellent customer service.
- Ensure stock levels on the sales floor are maintained continually for the purpose of maximizing sales.
- Organize merchandise on the sales floor, keep shelves and fixtures fully replenished and the drink machine stocked for the purpose of maximizing sales.
- Keep merchandise and supplies in the closet organized for the purpose of maximizing sales.
- Offer customers a chance to purchase a membership to the Museum for the purpose of maximizing membership revenue.
- Offer customers a chance to round their purchase up to the nearest dollar for the purpose of maximizing donations to the Museum.

Other Functions

- Maintain an awareness of theft deterrents for the purpose of controlling theft loss.
- Communicate sources of potential loss to management for the purpose of controlling theft loss.
- Report all shop thefts or damaged merchandise to the Gift Shop Manager for the purpose of controlling theft loss and inventory levels.
- Answer the phone in a professional and pleasant manner and be proficient with the Museum phone system for the purpose of providing excellent customer service.

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Job Requirements: Minimum Qualifications, Skills, Knowledge and Abilities

SKILLS are required to perform essential and other functions of the job with limited supervision. Specific skill-based competencies required to satisfactorily perform the functions of the job include: demonstrated organizational skills; good communications skills; excellent customer service skills, excellent project and time management skills.

KNOWLEDGE is required of: computer based cash register system, Quickbooks Point of Sale system and Microsoft Office products.

ABILITY is required to: understand good customer service practices, customer management, sales techniques, cash management and provided equipment.

Schedule

Must be able to work part-time, Thursday 5:00-8:00, Saturday 10:00-5:00, Sunday 1:00-5:00

Email Brooke King, Museum Shop Manager/Buyer at bking@columbusmuseum.com to apply. No phone calls please.