

The Museum of Discovery

Part-time Gift Shop and Admissions Clerk

Job Summary: Responsible for the physical opening and closing of the Museum's Admission Desk and Explore Store. Must be available to work on Saturdays and Sundays. Also need someone who is available to work 1 to 2 days during the week. Must greet and pleasantly facilitate all visitors to the Museum with a happy demeanor and answer incoming phone calls. Assists with all gift shop and front desk operations and sales. Should be able to learn and navigate 3 different software programs at the front desk to competently assist clients with admissions or gift purchase and to facilitate museum members. Accuracy and attention to detail is a must. Makes sure the sales receipts balance at the end of the day and forwards end-of-day reports to the Chief Operations Officer. Must be able to interact with the public in a positive way, even while under pressure. First aid training a plus. To apply, please forward a copy of your resume to: mstark@museumofdiscovery.org. No phone calls please.

Department: Operations

Reports to: Chief Operations Officer

Education: High school diploma

Experience Required: Five years retail experience preferred

Special Skills:

Experience with computers in support of retail sales and admission sales

Strong written and verbal communication skills.

Excellent customer relations skills – will be dealing with museum visitors, donors, members, volunteers, and staff.

Ability to work under pressure.

Job Responsibilities:

- Opens register for admissions and gift shop and sets up drawers for the day's business.
- Opens the museum to visitors at the established time.
- Greets all visitors pleasantly, answers their questions and takes steps to enhance their visit to the museum.
- Greets and processes group admissions. This includes verifying the accuracy of the count and collecting payment.
- Answers incoming phone calls, forwards calls and relays messages as needed.
- Sells museum memberships.
- Assists with the gift shop operations by conducting demonstrations of products, helping customers, and keeping the store and desk area clean.
- Assists the Assistant Gift Shop Manager with maintaining a full inventory of product on the shelves, updating displays, and conducting periodic inventory counts as directed.
- Keeps informed about special offers, discounts, promotions, and special events and informs customers of such.
- Closes the museum to visitors at the established time. Ensures that the building is empty of visitors and that all doors are locked. Sets the alarm unless other staff remains in the building.
- Assists with museum's special events as requested.
- Other duties as assigned.