

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Sales Associate
Department:	Museum Shop
Supervisor:	Museum Shop Manager
Employment Status:	Part-Time
FLSA Status:	Non-Exempt
Work Hours:	Sunday 1:00-5:00, Monday-Saturday 10-4:30 shifts, occasional evenings and events
Issue/Reissue Date	03/08/2019

Job Summary:

Under the general direction of the Shop Manager, this position is directly responsible for providing exceptional and consistent visitor services at the Museum's Beretania and Spalding House locations. The candidate must be able to handle all sales transactions from beginning to end, with attention to detail and customer service. The nature of this work requires the candidate to have strong communication skills, a positive disposition and an ability to multi-task.

Minimum Qualifications:

- 1-2 years retail sales experience.
- Basic retail knowledge: POS experience, inventory control and merchandising.
- Ability to handle retail transactions from beginning to end, including cash, credit card and gift certificates.
- Must enjoy working with the public, meeting new people and partnering with volunteers.
- Ability to engage museum patrons in a positive professional and courteous manner, ability to exercise good judgement and maintain a calm demeanor in challenging situations.
- Ability to travel between two museum locations.

Desired Qualifications:

- Must have excellent customer service skills and the ability to assist and communicate with a diverse group of people.
- Self-motivated and detail oriented individual with an ability to multi-task.
- Must have an interest in the Honolulu Museum of Art, its mission and a willingness to assist visitors.
- Ability to work at the special events including evening events such as Art After Dark and exhibition receptions.

Essential Duties:

- Greets all visitors to the shop with a friendly and professional manner. Responds courteously to all inquiries.
- Responsible for processing all sales transactions.
- Inventory maintenance: unpacking merchandise, pricing and organizing displays.
- Keeps aware of all new product, key items and top sellers.
- Aware of most museum activities at all locations.
- Fosters an environment of respect, teamwork and professionalism to ensure maximum results.
- Able to work with volunteers.
- Assist with museum events as needed.
- Flexible attitude, entrepreneurial spirit and sense of humor a must.
- Other duties as assigned.

Traits and characteristics:

Must be bright, diplomatic, analytical, of the highest integrity, and possess sound judgement and a sense of humor and humility.

Working Conditions and Atmosphere:

The Sales Associate works within the hours of the museum. Works in the shop and office environment. Ability to stand for long periods of time and lift up to 25lbs. Due to the nature of the some museum events, evening and weekend work is required. This position works with minimum supervision.

_____	_____
Human Resources	Date
_____	_____
Employee Signature	Date
_____	_____
Employee Print Name	Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.