



Position Description: Museum Admissions and Sales Associate

Reporting to: Director of Operations

Purpose: The Museum Sales and Admissions Associate is the frontline of contact to the public visitor/user. As the museum greeter, shop associate with telephone reception and clerical duties the Associate will providing coordination support at the front desk with focus on membership, facility rental and gift shop sales. The part-time position consists of 21 hours including weekend and occasional evening assignments.

Goal: To create a welcoming and organized front-line experience for museum visitors, and a strong support for the staff, while growing interest in the Museum and sales.

Responsibilities: Include but not limited to the following:

1. Welcome and greet museum visitors and maintain a welcoming and professional front desk.
2. Communicate with the public re: Museum programs, local cultural points of interest, and access to the Museum staff.
3. Handle all Cashier functions pertaining to gift shop sales, memberships, admissions daily.
4. Collect and input data re: Visitors attendance, membership, and admissions.
 - a. Tally daily results. Report monthly results to Management
5. Manage the gift shop:
Invoices (Daily), Record Keeping(Daily), Inventory (Monthly)
6. Stock gift shop, research new items, spearhead on-line sales with staff.
7. Utilize POS (Point of Sale) software to its fullest extent
8. Maintain facility reservation book
9. Maintain a neat and clean workspace.
10. Demonstrates initiative and the willingness to learn new process and procedures as required by the job.
11. Communicates proactively with Director of Operations regarding problems or issues that need to be addressed
12. Leadership with gift shop outreach (off-site events)
13. Demonstrates the ability to work as a team: i.e.attend meetings as required, communicate with management re: issues, improvements,

Qualifications:

Two year certificate program from an accredited secretarial school, or related customer service experience.

Knowledge of cultural organizations, in personal or work experience.

Basic office skills working with computer, fax, copy machines and telephone skills.

Excellent verbal communications skills - proper etiquette when communicating with staff, management and visitors

Excellent people skills, experience working with groups.

Self-starter / Able to take initiative

Basic math skills

Ability to multi-task

Computer Skills: Proficiency in Word, Outlook,

Point of Sale software a plus – willing to train, Web-base sales experience a plus.

Metrics: Key Performance Indicators (KPI's): to be used for evaluation on Performance Appraisals.

1. Accurate Admissions: # and \$ per week/ per month
2. Membership: # of new admissions per week/ month
3. Gift Shop sales: Monthly sales by dollar as well as # of items sold
4. POS: Inventory: Variance between perpetual inventory and Physical count (include line items and dollar volume). *** Requires more discussion