Huntington Museum of Art
Museum Shop Associate Job Description
Revised 2024

To perform this job successfully, an individual must have the qualifications listed below and be able to perform each essential duty satisfactorily. The requirements listed below are representative and not wholly inclusive.

I. Qualifications:

1. **Education and/or Experience:** Must have a high school diploma or GED equivalent. Must have some experience in retail or be able to learn to operate a multiline phone system, operate a POS system, and greet and work with the public.
2. **Language Skills:** Must be able to read and comprehend the written word. Must be able to communicate in a manner pleasing and informative to other staff and the public. Must have the ability to write reports and correspondence. Must be able to engage in open dialog with staff and others at internal Museum meetings. Must have good grammar.
3. **Mathematical Skills:** Must have basic math skills and the ability to use a calculator. Must be able to handle and count money.
4. **Reasoning Ability:** Must have a strong ability to organize and manage time. Must have the ability to identify, define and solve practical problems and deal with a variety of situations. The ability to interpret a variety of instructions furnished in written or oral form. Must be flexible and able to use good judgment in dealing with people and handling a variety of situations.
5. **Computer Skills:** Must be able to operate phone systems. Must have basic computer skills; ability to use word processing software, other software specific to the job, the POS system the internet and e-mail.
6. **Legal Requirements:** Must be familiar with and comply with all federal, state and local laws and regulations that govern the operations of the Department.

II. Status: Non-exempt; Part-time; Not eligible for a permanent remote work schedule.

III. Accountability: Reports to Shop Manager/Director of Guest Services

IV. Essential Duties and Responsibilities:

1. Process sales transactions using POS system, assist with Store data entry, and process of incoming merchandise.
2. Create a welcoming environment in the Museum Store for guests.
3. Maintain knowledge regarding product mix and be able to effectively communicate information to guests regarding the merchandise.
4. Create visually pleasing merchandise and store displays.
5. Conduct in-person, email, and phone conversations in a clear, concise, and professional manner.
6. Operate POS system to process admissions, memberships, and miscellaneous payments as needed.
7. Provide information to guests and callers including providing directions, information about current exhibits, classes, and programs, and current information about local amenities.

8. Answer and transfer incoming phone calls on a multiline phone system.
9. Maintain knowledge regarding staff roles to route calls and inquiries to the proper staff member.
10. Maintain effective working relationships with the public, volunteers, and all other Museum staff. Work as an effective member of the Museum team.
11. Perform creative and proactive problem-solving and resolution of visitor issues and complaints in a timely manner.
12. Cross train with Front Desk personnel and be able to process admission transactions as needed.
13. Be familiar with, observe and follow all Museum emergency, safety, confidentiality and security policies and procedures. Assist in responding to security or emergency situations directly or by contacting appropriate staff, law enforcement , or other emergency personnel as necessary.
14. Follow all directives in the Museum Personnel Handbook.
15. Comply with all federal, state, and local laws and regulations governing the operations of the Department.
16. Perform all other duties that may be assigned by the Director of Guest Services.

V. **Criteria for Evaluating Job Performance:**

1. Quality of guest experience.
2. Successful operation of phone system.
3. Satisfactory completion of all other job duties.
4. Ability to follow successfully directions and complete delegated tasks.
5. The success of the employee in communicating effectively and developing good working relationships with other Museum staff and the public.
6. The degree of cooperation and teamwork achieved with other Museum employees.
7. The quality of recommendations to the employees supervisor which alerts him or her to problem areas or trends that may adversely affect the Museum or which improve the operations of the Guest Services Department or the Museum as a whole.
8. Compliance with all policies and procedures either written or understood of the Museum.
9. Ability to engage successfully in open dialog with other staff at internal meetings.

VI. **Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.* While performing the duties of this job, the employee is regularly required to sit and stand for long periods of time and use hands and eyes to operate a multiline phone system, a computer, and other office equipment. The employee is required to use hands to handle or feel objects; and to talk and hear. The employee is required to stock shelves. The employee is frequently required to walk; reach with hands and arms; and stoop or kneel. The employee must occasionally lift and /or move up to 25 pounds for at least 40 feet.

VII. **Work Environment:** The work environment for this employee is that of a reception area for the public. Noise levels vary dramatically based on number and age of visitors. Temperatures vary as the location is near doorway. Lighting is similar to that generally used in a business office setting.

VIII. **Accommodation/Inclusion:** HMA is committed to fostering an inclusive and diverse workplace environment. HMA believes that diversity enriches our organization and enables us to

better understand, connect with, and serve our customers, partners, and communities. HMA welcomes and values employees of all backgrounds, experiences, abilities, and perspectives. As part of this commitment, HMA will ensure that persons with disabilities are provided reasonable accommodations for the hiring process. If reasonable accommodation is needed, please contact the executive director.