Position Title: Marketplace Retail Associate  
Position Classification: Part-time seasonal, non-exempt  
Position Dates: First week of April-last week of October  
Pay Rate: Starting wage $9.00, commensurate with experience  
Department: Guest Experiences & Sales  
Reports to: Director of Guest Experiences and Sales

Job Summary:
Responsible for the day-to-day operations of the Marketplace Museum Store and setting a consistent, high standard of customer service and professionalism.

Primary Duties:

- Prepares and sells retail merchandise, general admission, and museum memberships to visitors utilizing TAM point-of-sale system.
- Maintains a clean, inviting, and organized store by regularly vacuuming, dusting, wiping counters, and stocking merchandise according to merchandising standards.
- Assists guests by providing brief orientations including way-finding, special programming or exhibits, and general information about the museum and its amenities.
- Provides general phone support on weekends and as back-up to administration department as needed. Provides information to guests about the museum, special events, and daily activities.
- Follows internal finance control procedures including daily drawer reconciliation and coordinates change order requests with the Director of Guest Experiences and Sales.
- Evaluates and analyzes inventory sales trends and makes recommendations based on trends.
- Collaborates with other departments to ensure that visitor and member experiences are positive and that inquiries/comments are appropriately addressed and concerns are resolved.
- Other duties as assigned.

Qualifications and Skills

- High school diploma required; bachelor’s degree or enrollment in a degree-seeking program preferred.
- 1-2 years of sales or retail experience preferred; prior non-profit/museum experience preferred.
- Experience with point-of-sale/retail software, cash register operations, daily financial reconciliation, and Microsoft Office products required.
- Demonstrated excellent communication (verbal and written) and customer service skills required.
- Ability to work successfully under pressure and maintain a positive and professional attitude while handling multiple tasks.
- Proven dependability and organization skills, as well as attention to detail and time management skills required.
- Must be a strong collaborator, able to work well in a team environment and independently.
- Able to perform physical tasks (such as climb a ladder, lift up to 30 pounds, and stand for extended periods of time.)
- Must be able to work a flexible schedule that includes weekends and evenings as programs and events dictate.