

Hill-Stead Museum

August 2021

TITLE Part-Time Shop Associate

REPORTS TO Curator

POSITION SUMMARY –

Under the general direction of the Curator, the Part-Time Shop Associate is responsible for operation of the Museum Shop and Visitor Services on select days when Hill-Stead Museum is open and as necessary during special events. Flexibility in schedule is required. The Museum Shop is open to the public Wednesday – Sunday, 10:00 am – 4:00 pm. (It is required that the shop is kept open until the last tour leaves in case guests want to visit the shop after their tour). The Shop Associate will work 9:30 am – 4:30 pm on select days to accommodate the shop hours. This position must work less than 40 hours a week.

SCOPE – Manage the shop, inventory, and visitor services tasks

MAJOR DUTIES

Visitor Services

- Greet and direct visitors, answer questions about the museum, the collection, grounds, and upcoming events
 - Serve as an ambassador in this capacity as the first point of contact most visitors have with HSM.
- Provide visitors with information about the tour – where and when it begins, how long it lasts, where restrooms are, etc.
- Direct inquiries, as appropriate, to relevant staff members
- Accurately process museum admissions via the register using the Point of Sales System (POS) in order to collect admission fees and record the number of visitors to Hill-Stead
- Inform the security guard on duty of how many visitors are going on each tour in a timely manner
- Ensure that trail maps, program guides, membership forms etc. are available for customers in the museum shop Answer the phone and transfer calls to appropriate staff members

Retail Operations

- Accurately process merchandise sales, returns, and other shop transactions via the register using POS
- Give appropriate discounts as necessary
- Promote and sell Museum Memberships and other programs offered by the museum
- Assist customers in a friendly and helpful manner
- Undertake general merchandising activities under the general direction of the Visitor Services Manager and Manager of Administration including but not limited to: restocking shelves, labeling and pricing merchandise, and conducting inventory
- Update inventory records in Content Management System (CMS) as needed
- Stay informed of, implement and maintain new shop procedures
- Stock shelves and maintaining the overall appearance of the store
- Ensure that the shop looks attractive, orderly and clean (Light cleaning of interior necessary)
- Additional shop duties as assigned

REQUIREMENTS FOR THE POSITION

Education & Experience

High School diploma or GED required. Previous retail or customer service experience is a plus.

Knowledge, Skills and Abilities

- Excellent communication and interpersonal skills, with the ability to interact with a diverse range of individuals and groups, highly desirable.
- Ability to multi-task and to remain calm under pressure.
- Ability to work effectively with donors, volunteers, and paid staff at all levels.
- Adaptable to policy and procedure changes.
- Ability to work alone or as part of a team.
- Experience with Microsoft Outlook and Microsoft Office required or ability to quickly and efficiently learn HSM's programs.
- Knowledge of and interest in art history, particularly Impressionism, a plus.

The above descriptions of tasks and responsibilities are not exhaustive and not meant to be inclusive of every task or responsibility that may be required or assigned by management.

The employee may be occasionally required to stand or remain in a stationary position for extended periods of time. The employee must be able to occasionally lift and/or move up to 25 pounds. The employee may frequently ascend and descend stairs. Reasonable accommodations may be made for persons with disabilities in order to perform duties essential to the position. Flexibility is required to work some early mornings, nights, and weekends.

Hill-Stead Museum follows federal and state laws and is an equal opportunity employer. The museum does not discriminate against individuals on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, political affiliation or belief, genetic information, or any other protected classification.