



TITLE **Retail and Visitor Services Assistant**
REPORT: **Head Of Retail and Visitor Services**
STATUS: **Part-Time – Non-Exempt**

El Museo del Barrio, founded by a coalition of Puerto Rican educators, artists, and activists, is the nation's leading Latino and Latin American cultural institution. The Museum welcomes visitors of all backgrounds to discover the artistic landscape of these communities through its extensive Permanent Collection, varied exhibitions and publications, bilingual public programs, educational activities, festivals, and special events.

SCOPE AND PURPOSE

The museum shop seeks customer satisfaction representing the museum's mission through the displayed products, making the visit an enjoyable experience. The museum shop represents the exhibitions as memories in exclusive products. Assist museum shop operations and serving customers processing sales transactions is a dedicated in person function aside with the admission daily process. Reports and assist directly to the Head of visitor Services in all activities and duties related to the department. Has extensive contact with visitor services staff ensuring punctuality and attendance.

RESPONSIBILITIES

- Responsible for assisting customers as they shop within a store.
- Answering questions related to the merchandise and store policies.
- Maintain stock levels informing the head department of low inventory stock
- Receive and unpack stock, informing the Head department of its arrival
- Supervising the punctuality and organization of the team to start daily activities
- Assisting the head department in creation of product lines for events and exhibitions.
- Assisting the training and motivation of museum shop and visitor services staff to develop customer service skills and to promote loss prevention awareness.
- Follow and monitoring cash handling procedures; assures the safekeeping of cash and other sales media within the museum shop and admissions.
- Implementing controls for the safekeeping of inventory from loss or theft.
- Work aside with the head department to implement visitor service procedures, policies (including dress code who interact with the public) to insure positive visitor experience museum wide.
- Under Head department approval, organize public information, insuring adequate supply of all marketing materials, signs in lobby and museum shop.
- Follow the current methods to track visitor admissions/attendance and action plans to address issues on a timely manner.
- Assist, as necessary, during public events.
- Other duties as assigned.



QUALIFICATIONS

- Must have strong verbal and written communication skills and excellent interpersonal skills; should be creative, resourceful, and self-motivated.
- Must be able to work flexible schedule including weekends.
- Ability to work productively with the visitor services associates' team.
- Familiarity in the subjects of Latin American Art History preferred.
- Must have at least two years of significant retail experience
- Supervisory skills required and customer service skills.
- Patience and the ability to remain calm in stressful situations.
- The ability to work well with others, "teamwork"
- Experience working in a museum environment or in a store with similar merchandise lines preferred.
- Visitor and/or customer service experience preferably in a museum setting.
- Expertise in POS system and Microsoft office

APPLICATION INSTRUCTIONS

Please send a cover letter, resume, to jobs@elmuseo.org, with Retail Visitors Services Assistant in the subject line. No phone calls, please.

El Museo values diversity in backgrounds and in experiences. El Museo's commitment to a diverse workforce has been a key to our success. In accordance with that commitment, El Museo provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, predisposing genetic information, gender identity and/or expression, military, or veteran status in accordance with applicable federal, state and/or local laws. El Museo values a diverse workplace and encourages those members of the El Museo community to apply to this posting. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, transfer, leaves of absence, compensation, and training.