



JOB DESCRIPTION

Museum Store Assistant

Reports to: Museum Store Manager

Status: Part time, Non-Exempt

Mission and Description of the Metal Museum

The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice and community education and engagement. The permanent collection and exhibition program reflects a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

Purpose

To serve as the weekend face and voice of the Metal Museum Store, ensuring high-quality customer service and seamless transactions for every visitor. Energy, enthusiasm, and an interactive demeanor are all required for this position.

Essential Functions and Responsibilities

Museum Store Operations

- Work the front area of the Museum Store, greeting each Museum guest who enters the store area
- Maintain proper guest services and cash-handling procedures
- Handle POS transactions for Museum Store
- Maintain a thorough knowledge of frequently sold work in the Museum Store and a base knowledge of all other artists and products
- Recognize and resolve conflicts in a patient and professional manner
- Monitor Museum Store area for signs of disorder and untidiness
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed

Administrative

- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs
- Assist with keeping up with Museum Store inventory, including when items are sold out and which items are selling well
- Suggest ways to style items in Museum Store according to season and exhibitions
- Assist with Museum Store events such as pop-ups that require a high level of interaction with customers
- Maintain cleanliness of the Museum Store area
- Other duties as assigned

Qualifications & Qualities of the Ideal Candidate

- High School Diploma, GED, or equivalent required; Associate's or Bachelor's degree preferred

- Minimum 2 years' experience in customer or client service preferred
- Genuine interest in museums, metalworking, and visual arts is strongly desired.
- Knowledge of contemporary art jewelry and knowledge of gems, minerals and metals are strongly preferred.
- Experience with online retail selling and support preferred
- Exceptional interpersonal and communication skills are essential
- Cash handling and POS experience is required
- Previous database experience is a plus, but not required
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

Hours, Compensation, and Benefits

The work week for this position is Friday, Saturday, and Sunday, 10:30 AM – 5:00PM. On occasion, additional days and hours may be required when the Museum Store manager is out during weekdays.

Starting salary is \$15.00/hour.

To Apply

Send a cover letter detailing fit and interest in position, resume, and three references to Quamesha Brown, Operations Manager, at quamesha@metalmuseum.org and Alicia George, Museum Store Manager, at alicia@metalmuseum.org. Please reference "Museum Store Assistant" in the subject line. **Please, no phone calls.**

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We strongly encourage LGBTQIA+ individuals, Black, Indigenous and people of color to apply.