



Museum Store and Visitor Services Associate

Title: Museum Store and Visitor Services Associate

Reports To: Museum Store and Visitor Services Manager

Type of Position: Part-time, Regular

Hours: 11:45am - 5:15pm, Wednesday through Sunday (3 or 4 days a week), at least one weekend day, occasional evenings

Summary:

The goals of the PMCA Museum Store are to generate profitable revenue while supporting the mission of the PMCA. The Museum Store and Visitor Services Associate is responsible for providing a high level of service to all PMCA visitors, and for assisting in the overall operation of the Store. The Museum Store staff are the primary team members to sell admissions, merchandise, memberships, and answer general inquiries by phone and in person from the visiting public. The successful candidate must be an independent self-starter, have a positive can-do attitude, and able to work in a team environment. A bachelor's degree is preferred, with 2-3 years' experience in retail or customer service. Requires frequent standing, bending, and lifting.

Responsibilities:

- Provide exceptional customer service and accurate information to the public
- Achieve and surpass Store sales goals
- Provide back-up for Museum Store and Visitor Services Manager and assist Gallery Attendants as needed
- Demonstrate knowledge of overall Store policies, procedures, and operations
- Demonstrate knowledge of PMCA history, exhibitions and programs, membership information, and admission programs
- Greet visitors at the Museum front desk and accept admission payment
- Maintain accurate account of daily visitor attendance, admission and membership sales
- Promote Museum membership to visitors
- Set up cash register and perform Store sales transactions utilizing a POS system
- Balance cash register receipts daily and prepare related bank deposits at end of day
- Receive inventory, enter merchandise into a POS system, stock merchandise while keeping accurate records, and assist with inventory control
- Pack and ship merchandise orders using FedEx and USPS for artists and customers
- Fill online sales through Shopify quickly and accurately
- Order and inventory Store and office supplies, maintaining proper levels
- Help maintain an orderly and attractive Store and Lobby area, and an organized stockroom, perform light housekeeping duties
- Demonstrate product knowledge to assist customers in selections and promote sales
- Re-stock shelves and assist in pricing and effective display of merchandise
- Assist visitors in Project Room and galleries as needed
- Give exhibition tours as needed, able to speak effectively with visitors and groups
- Ability to establish and maintain effective working relationships with Museum volunteers, staff, and gallery attendants
- Perform other related Museum duties as assigned
- Attend mandatory staff meetings



Qualifications:

- 2-3 years' experience in retail store management (preferably a museum store) including sales, customer service, merchandising, scheduling and training, financial management, inventory control and loss prevention.
- Bachelor's degree preferred, or equivalent experience and education
- Basic computer skills (Mac and PC), including Microsoft Office and POS systems
- Mathematical skills, able to calculate figures and amounts such as discounts, interest, commissions, percentages, volume
- Punctual and reliable
- Good written and verbal communication skills
- Ability to work well with others, strong team player
- Creative thinker
- Detail oriented, good organizational skills, ability to multitask and prioritize
- Possess a friendly and approachable manner, outgoing and personable, with the ability to respond calmly and graciously to feedback and complaints in person and by telephone.
- Must be able to lift 50 lbs
- Clearance of a criminal background check

Preferred Skills and Experience:

- Proficiency in a second language
- Use of Social Media, experience with digital tools and websites
- Knowledge of art and design, a strong interest in museums

Salary/ Commitment:

- \$12/hour; 3 – 4 days a week

About the PMCA:

The mission of the Pasadena Museum of California Art (PMCA) is to present the breadth of California art and design through exhibitions that explore the cultural dynamics and influences that are unique to California.

Application Instructions:

Email your resume and a cover letter to:

Susana Bautista

sbautista@pmcaonline.org

Phone: (626) 568-3665, ext. 15

Museum Website: pmcaonline.org