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## The Mark Twain House & Museum Job Description

**Job Title:** Retail Associate

**Department:** Museum Store and Nook Cafe

**Classification:** Part-time

**Date:** April 22, 2021

**Reports to:** Director of Retail

**Job Summary:** The Retail Associate reports to the Director of Retail for the Museum. Under the guidance of the retail management team, he or she is responsible for providing excellent customer service both in person and on the phone and be able to communicate with visitors in a professional manner. A gracious, reliable, and responsive team player who enjoys dealing with the public is necessary. You will be assisting visitors in selecting purchases, conducting sales transactions, and maintaining the store environment by merchandising and housekeeping. In the Nook Café you will be responsible for the daily set up and break-down of the food displays. You will help visitors with food and beverage selections and make sure that all food safety guidelines are always adhered to.

### **The Museum and Nook Cafe Sales Associate will:**

- Open and close the museum Store/Nook when scheduled.
- Greet all customers that enter the Store/Nook and respond to any questions that they might have.
- Provide excellent customer service.
- Operate cash registers, manage financial transactions and balance the drawers in both the Nook Café and Store.
- Maintain sales floor/Nook Cafe appearance.
- Cross-sell products.
- Direct Customers to merchandise.

### **Qualifications:**

- One year of current retail, specialty, museum or department store experience preferred.

- General Knowledge of computer operations and experience working with a retail point of sale.
- Familiarity with inventory replenishment and merchandising.
- Strong attention to detail with the ability to handle cash accurately with computer based POS in a fast-paced environment
- Demonstrated ability to work in a team environment while also providing exemplary one-on-one assistance with visitors. Some knowledge of Mark Twain is a bonus
- Ecommerce experience is a plus.

**Schedule:** Varies with store/Nook needs. Holidays and weekends may be required.

**Disclaimer:**

This description indicates the general aspects of the position and is not intended to be a comprehensive inventory

Of all duties, responsibilities, and qualifications of this position. Management may add to, modify the duties of this position, or designate other functions as essential at any point in time.

***The mission of The Mark Twain House & Museum:** From this house, Mark Twain changes the way the world sees America and the way Americans see themselves. We carry on his legacy.*