

PLEASE TOUCH MUSEUM®

Position Description

RETAIL ASSISTANT **

Reports To: Manager, Store Operations

Department: External Affairs

Direct Reports: None

Division: Store

FLSA Status: Hourly Non-Exempt

Grade:

Expansion / Grant: No

Effective Date: 1/10

Status: Part-time

Hours / Week:

Position Summary:

Retail Assistant to assist with the expanded audience and increased need for superior customer service resulting from this transformation.

Essential Functions:

- Handle cash and merchandise in a safe and secure manner.
- Responsible for accuracy and preparation of final cash balance at the end of the shift.
- Assists visitors with selection of merchandise. Suggest complementary items that may go well with their proposed purchase.
- Provide background information on the origin of merchandise; explain how it ties into the Museum.
- Assist with receiving and displaying merchandise.
- Assist with periodic inventories.
- Monitor store display inventory and restock shelves and displays, as appropriate.
- Ensure that the museum rules, safety standards and sanitation requirements are followed.
- Ensure an understanding of emergency action plans.
- Assist in training of new staff.
- Perform other duties as assigned.

Minimum Qualifications:

- Proven excellent customer service skills. One plus years of experience assisting the public.
- Minimum of one year experience in customer service function.
- Requires cash handling experience and exceptional mathematical skills.
- Excellent interpersonal and communication skills with public and coworkers.
- Bilingual skills preferred.
- Some college courses preferred.
- Must be flexible with work schedule including weekends, holidays and evenings.
- Requires considerable movement around the museum to monitor activities.

Application Process:

To apply for this position, please send a cover letter, resume and salary requirements to employment@pleasetouchmuseum.org or via Fax 215.581.3182

EOE

** General Essential Functions and Qualifications are noted on attached sheet.

PLEASE TOUCH MUSEUM®

Universal Position Description

INDIVIDUAL CONTRIBUTOR (No direct reports)

Mission:

Enriching The Lives of Children by Creating Learning Opportunities Through Play.

Essential Functions for Individual Contributor:

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership;
- Assist the manager in administration and implementation of all museum policies, procedures and standards;
- Maintain high degree of motivation to provide highest level of customer satisfaction;
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures;
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
- Complete assignments in a timely manner and within Museum's standards;
- Consistently work in a positive and cooperative manner with internal and external customers;
- Implement improved processes to generate best possible workflow;
- Ensure performance targets are met;
- Responsible for directing and coordinating work assignments;
- Provide periodic reports; and
- Participate in continuing educational opportunities for personal growth and development.

Minimum Qualifications Individual Contributor:

- Proven ability to work independently;
- Must have the ability to participate effectively in teams;
- Excellent computer skills including email communication tools;
- Must have proven ability to prioritize and plan work activities and use time efficiently;
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events;
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.