

CHICANO PARK

MUSEUM AND CULTURAL CENTER

Job Description

Job Title: Museum Store Sales Associate

Pay: \$19.00-\$21.00 per hour

Part Time, 28-32 hours per week

About Chicano Park Museum and Cultural Center (CPMCC):

The Chicano Park Museum and Cultural Center's mission is, "by preserving a history of struggle, we will educate and empower individuals to become agents of change in their own communities."

Chicano Park Museum and Cultural Center is a non-profit organization, in which our purpose is to focus on the exhibition, research, interpretation, and collection of contemporary and traditional Art (all art forms including music, dance, visual, theater, literary, multidisciplinary, interdisciplinary, film, video, multimedia etc), History, and Science, along with providing cultural events, activities and services. We provide educational programs, activities and events for the public, including schools, including K-12 (public, charter, home and private), post secondary colleges, universities, specialty and trade); libraries; social services; health services; community development services centers and other public venues as well as utilizing social media channels and the corporation's future website to provide facts, statistics, and other related data on the arts, culture, history and sciences of Latino/a, Chicano/a, and Indigenous peoples of the Americas.

General Description

Reporting to the Museum Store Manager, the Museum Store Sales Associate will be responsible for demonstrating exceptional customer service skills by warmly greeting all visitors to the Museum (staff, museum guests, community members, groups, external organizations, etc.) Museum Store Sales Associate is expected to be dependable, trustworthy, professional, and positive at all times, with a focus on providing an engaging guest experience. Demonstrating excellent interpersonal and communication skills, the Museum Store Sales Associate will resolve guest problems quickly and efficiently while upholding respect.

Duties & Responsibilities:

- Assist customers in the store and on the phone with any questions or concerns.
- Respond to questions, direct customers to merchandise within the store, and provide excellent customer service.
- Educate customers about current promotions.
- Maintain superior knowledge of products and services as well as the artists who make them.
- Follow and achieve the department's sales goals on a monthly, quarterly, and yearly basis.
- Monitor inventory levels and restock shelves as needed.
- Stamp, mark, and tag prices on new merchandise.
- Maintain the orderliness of the sales floor.
- Operate cash registers, take payments, and issue receipts.
- Remerchandise as new items come into the store.

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- Create ways to market the store via social media with reels, posts, stories etc.
- Help process, package, and ship online orders that come through our website.
- Willing to work off-site events and be a CPMCC representative.
- Assist with searching for new vendors and artists to host in the store.
- Learn and support the CPMCC's mission, values, vision, and core commitment to the visitor experience, community engagement, anti-racism, and institutional relevancy for the future.
- Applies policies and procedures of the CPMCC.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Working Relationships:

Internal: Museum Store Manager, CPMCC Team Members

External: Museum Guests/ Visitors, Community Members, External Partnered Organizations

Required Qualifications/Experience:

Experience/Skills:

- Employees must be onsite and available to work during hours of museum operation (Thursday-Sunday, 11am-5pm, subject to change).
- Prior cash handling experience.
- Exceptional communication and customer service skills, both face-to-face and over the phone.
- Strong professionalism, is on time, works well with other people, and directly communicates.
- Engage with diverse visitor populations for extended periods of time.
- Ability to work a flexible schedule, including evenings and weekends.
- Familiarity with the Chicano Park Museum and Cultural Center's mission and programs.
- Strong organizational and attention to detail.
- Proficiency with Microsoft Office Suite and Google Docs.
- Flexible and able to work in a fast-paced environment.

Preferred Qualifications/Experience

- Proficiency in computer systems and applications including Google Docs, Excel, Square.
- 1 year of related experience.
- Prior visual merchandising experience.
- Proficient in Spanish.
- Has knowledge of the Barrio/Logan Heights community and its history of struggle and resistance.

Working Conditions: Usual office-type working conditions. Routine physical conditions include walking, carrying, standing, hearing/listening and sitting.

Status: Non - Exempt

Equal Opportunity

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Chicano Park Museum and Cultural Center (CPMCC) is an Equal Employment Opportunity Employer and believes in the value of diversity and inclusion. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other characteristic protected by federal, state, and local law.

Consistent with its obligation under the law, CPMCC will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of their job.

How to Apply:

We invite you to apply for this position by visiting chicanoparkmuseum.org/jobs/

To be considered for the position, please submit your resume along with your online application.

Application Deadline: April 23rd, 2024