

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Sales Associate
Department:	Museum Shop
Supervisor:	Museum Shop Manager
Employment Status:	Part-Time
FLSA Status:	Non-Exempt
Work Hours:	Sunday 1:00 – 5:00pm, Monday – Saturday 10am – 4:30pm shifts, occasional evenings and events
Issue/Reissue Date	09/05/2017

The Honolulu Museum of Art (HoMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HoMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

Job Summary:

Under the general direction of the Shop Manager, this position is directly responsible for providing exceptional and consistent visitor services at the Museum's Beretania and Spalding House shop locations. The candidate must be able to handle all sales transactions from beginning to end, with attention to detail and customer service. The nature of this work requires the candidate to have strong communication skills, a positive disposition and an ability to multi-task.

Minimum Qualifications:

- 1-2 years retail sales experience.
- Basic retail knowledge: POS experience, inventory control and merchandising.
- Ability to handle retail transactions from beginning to end, including cash, credit card and gift certificates.
- Must enjoy working with the public, meeting new people and partnering with volunteers.
- Ability to engage with museum patrons in a positive professional and courteous manner.
- Ability to exercise good judgement and maintain a calm demeanor in challenging situations.
- Ability to travel between Beretania and Spalding House museum locations.

Desired Qualifications:

- Excellent customer service skills and the ability to assist and communicate with a diverse group of people.
- Self-motivated, and detail oriented individual with an ability to multi-task.
- An interest in the Honolulu Museum of Art and a willingness to assist visitors.

- Ability to work at the special events including evening events such as Art After Dark and exhibition receptions.

Essential Duties:

- Greets all visitors to the shop with a friendly and professional manner. Responds courteously to all inquiries.
- Responsible for processing all sales transactions.
- Inventory maintenance: unpacking merchandise, pricing and organizing displays.
- Keeps aware of all new product, key items and top sellers.
- Aware of most museum activities at all locations.
- Fosters an environment of respect, teamwork and professionalism to ensure maximum results.
- Ability to work with volunteers.
- Assist with museum events as needed.
- Flexible attitude, entrepreneurial spirit and sense of humor a must.
- Other duties as assigned.

Traits and characteristics:

Must be bright, diplomatic, analytical, of the highest integrity, and possess sound judgement and a sense of humor and humility.

Working Conditions and Atmosphere:

The Sales Associate works within the hours of the museum. Works in the shop and office environment. Ability to stand for long periods of time and lift up to 25lbs. Due to the nature of the some museum events, evening and weekend work is required. This position works with minimum supervision.

Department Approval

Date

Human Resources

Date

Employee Signature

Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.