

Museum of the City of New York

Retail Sales Associate (Part-Time 3-4 days/ 25-30 hours per week)

The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.

The Museum seeks an exceptionally customer service oriented sales associate for the museum gift shops. This is a front-facing, fast-paced, and vibrant role within the museum, which operates seven days a week from 10am-6pm. Staff are expected to have a passion for selling and providing excellent customer service to the public. Staff must be able to multi-task and have a strong and consistent work ethic. Reporting to the Manager of Visitor Services and Retail, this position requires the ability to wear many hats and display high levels of energy and positivity while taking part in carrying out the mission of the museum.

Responsibilities include but are not limited to:

- Achieve weekly and monthly sales goals both as an individual and as part of the team
- Must consistently meet sales goals with the focus of always improving upon ones skillset and experience.
- Identify sale opportunities with guests and offer them one-on-one attention during slow periods
- Actively engage with customers by walking around the shops and consistently show your presence while straightening and restocking products
- Welcome and greet all visitors in a warm and enthusiastic manner. Let guests know you are there to assist them with any questions and provide them with exceptional customer service
- Stay current and informed on all shop products and confidently provide product information to guests. Go the extra mile to take initiative in reading up on products and browsing the store independently
- Prioritize daily assigned tasks while assuring a customer-first focus

- Pay attention to shop cleanliness, appearance, and supplies. Communicate any inventory or supplies that are running low
- Ring up all admissions sales and provide museum-specific information to visitors. Stay informed on new and upcoming exhibitions, programs, and events to share with the public
- Sell museum memberships
- Form and maintain professional relationships with colleagues and supervisors while working to grow personally and professionally.
- Recognize the need to wear many hats and be able to switch gears from admissions to sales as needed

Requirements:

- Must have a proven track record of meeting and surpassing sales goals
- Must be able to work a flexible schedule to include weekends, holidays, and evening events when needed.
- Punctuality and consistency are imperative
- The ability to take direction and be proactive while working independently and as a team
- 2-3 years in customer service and retail
- Excellent organizational, problem-solving, and communicative skills
- Ability to multi-task and prioritize various projects and tasks, always putting the customer first
- Proficient in MS Office (Outlook, Excel, and Word)
- An interest in the museum exhibitions, shop, and MCNY brand
- Experience with Counterpoint and Altru a plus
- Passion for New York City history and culture a plus

Please send resume with cover letter and salary requirements to the Museum of the City of New York, Attention: Human Resources Department, 1220 Fifth Avenue, New York, New York 10029 or email to jobs@mcny.org. To be considered, please include *Sales Associate* within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. All employment-related decisions are based solely on relevant criteria including training, experience, and suitability