

Position: Sales Associate, Museum Store

Employment Status: Part Time, Hourly, Non-Exempt, \$12 per hour

Job Summary:

To match the extensive variety of the exhibitions, the Houston Museum of Natural Science offers items to delight all ages and tastes. In addition to the flagship store at the entrance of the museum, Museum Store staff also operate temporary stores in conjunction with special exhibitions.

The Houston Museum of Natural Science's Museum Store is looking for friendly and enthusiastic individuals with a passion for customer service to join our team! We are looking for a Sales Associate who can take ownership of our brand and the many interesting and educational products. To foster this, sales staff receive ongoing, thorough training on the unique and exciting treasures the Museum Store offers.

Sales Associates generate vital revenue for the museum which is a nonprofit educational organization.

Museum staff take pride in offering exceptional customer service to our guests to build life-long and repeat customers. Individuals who excel in this role have the opportunity for internal promotions and a strong career path at the museum. Successful candidates will be curious, engaging, team-oriented and guest-focused.

Essential Duties and Responsibilities:

- Assist guests in purchase of store merchandise, museum memberships and parking
- Operate point-of-sale operating system for guest purchases
- Facilitate transactions for cash and credit card payments
- Understand and communicate the difference in museum membership levels and benefits to guests
- Maintain knowledge of existing and new merchandise, including high-end specialty items such as fossils, gems and minerals
- Promote merchandise and interact with guests by greeting customers, answering questions and providing product information
- Maintain store displays and stock areas
- Create a welcoming, safe and fun environment for our guests through outstanding service and guest assistance
- Other duties as assigned

Knowledge, Skills and Abilities:

- Cash handling experience is a plus
- Bilingual a plus (Spanish/English)
- Strong interpersonal and communication skills in order to speak to visitors and colleagues
- Able to adjust to changing the workflow from a slow to a fast pace working environment
- Alert and able to respond quickly in an emergency
- Excellent customer service skills
- Interest in science and history
- Knowledge of gems, minerals and fossils is a plus
- Relevant volunteer or work experience is preferred

Requirements:

- Available to work 2-3 days a week, including Saturday and/or Sunday
- Available to occasionally work special event evening shifts.
- Ability to be in both stationary and circulating positions throughout the shift for long periods of time
- Moderate physical activity required
- Able to lift up to 25 pounds
- Able to operate a desktop computer, mobile computer, scanner or other technical equipment
- Able to arrive to work on time and a proven track record of reliable punctuality and attendance
- Must be at least 16 years old to apply
- Must comply with the museum's COVID-19 protocols

Perks of working at HMNS Include:

- Free individual-level HMNS Membership
- Free access to Museum exhibits, Cockrell Butterfly Center, Burke Baker Planetarium, Giant Screen Theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Flexible scheduling
- Predominately daytime hours (some evenings may be required)

Application Instructions:

Submit completed application form and optional resume in one of the following ways:

- Online - www.hmns.org/jobform
- Hard Copy - Print www.hmns.org/jobformprint, complete and mail to: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; or drop off in person at the Museum Service desk

Aplicaciones en español también disponibles. Envíe el formulario de solicitud completo y el currículum opcional de una de las siguientes maneras:

- En línea - www.hmns.org/jobformESP
- Copia impresa – Imprimir www.hmns.org/jobformESPprint, completar y enviar por correo a: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; o dejar en persona en el mostrador de Servicio del Museo

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

The Houston Museum of Natural Science is an EEO Employer.