

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 seeking a Sales Associate who can take ownership of our brand and the diverse range of 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
- Arrive to work on time
- Other duties as assigned
- Comply with the museum's health and safety protocols

Skills and Experience:

- 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-paced working environment
- Alert and able to respond quickly in an emergency
- Excellent customer service skills
- Proven track record of reliable punctuality and attendance
- Interest in science and history
- Knowledge of gems, minerals and fossils is a plus
- Relevant volunteer or work experience is preferred

Qualifications:

- At least 16 years of age

Working Conditions and Physical Demands:

- Available to work 2-3 days a week, including Saturday and/or Sunday
- Available to occasionally work evening shifts for special events.
- Able 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

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
- Predominantly daytime hours (some evenings may be required)

Application Instructions:

Complete the online application form at www.hmns.org/appform.

Alternatively, print PDF (<http://www.hmns.org/jobformprint>) and submit with optional resume:

- email to jobs@hmns.org,
- mail to HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030, or
- drop off in person at the Museum Service desk at the museum

Instrucciones para Solicitar Empleo:

Complete el formulario de solicitud en línea en www.hmns.org/jobform. Para español, cambie la selección de idioma en la parte superior derecha.

Alternativamente, opciones para enviar formulario (<http://www.hmns.org/jobformESPprint>) de solicitud completo y currículum vitae opcional:

- envíe un correo electrónico a jobs@hmns.org,
- enviar por correo a HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030, o
- entregar en persona en el mostrador de Servicio del Museo en el museo

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

The Houston Museum of Natural Science is an EEO Employer.

Houston Museum of Natural Science, 5555 Hermann Park Drive, Houston, Texas 77030

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