



UNIVERSITY OF MINNESOTA

Driven to Discover<sup>SM</sup>

## **WAM Shop Sales Associate | UMN Student Position**

**10 - 15 hours per week, including evenings and weekends**

**Reports to: WAM Shop Manager and Buyer**

**This position qualifies for Work Study funds, but not required**

**Organization Summary:** Since its origin in 1934, the Weisman Art Museum (WAM) has been a teaching museum for the University of Minnesota. Today, education remains central to the museum's mission to make the arts accessible – intellectually, emotionally, and physically – to the University and public communities.

**WAM Shop:** The Weisman Art Museum Shop is a distinctive environment that welcomes and extends the museum experience through related exhibition products, educational tools, as well as unique and unexpected merchandise.

The Weisman Art Museum Shop wishes to introduce you to the cultural life this institution has to offer, as well as provide a professional environment to foster beneficial skills, knowledge and interests that will extend past your college career.

### **Job Description**

**Schedule:** The Sales Associate position is a supportive sales position in the Weisman Art Museum Shop. The position calls for 10-15 hours per week, including evenings and weekends. You must be prompt, reliable, and flexible with your schedule.

### **Customer Service:**

An essential aspect of the WAM Sales Associate job is to help provide an environment that is welcoming and professional for all museum guests and co-workers.

- Greet and thank all customers entering or departing the store.
- Take every possible step to serve and satisfy guests of the Weisman Art Museum and Museum Shop.
- Use courtesy and manners, proper language and voice level, and present a polite and professional attitude towards customers and co-workers at all times.
- Must be able to ring purchases accurately and efficiently.
- Handle phone customers politely and promptly.

### **Product Knowledge:**

The inventory in the store changes on a frequent basis. A command of the inventory is central to providing consistent customer service.

- Awareness of new arrivals and best sellers, ability and willingness to pass along product

knowledge to serve customers.

- Knowledge of prices, book/catalog titles and conscious of incoming orders.
- Understanding of materials or techniques used to make certain products (i.e. jewelry, crafts, ceramics), utilizing available resources to become informed about product lines and artists the store represents.
- Broad knowledge of Weisman Art Museum exhibitions, collection, and programs and ability to pass information along to museum guests.

### **Cashiering:**

A majority of the Sales Associate position is ringing sales, this requires consistency and willingness to be precise.

- Knowledge of cashiering and computer procedures.
- Responsible for learning and following all store policies and procedures.
- Must have cashiering accuracy and attention to detail.
- Willingness to find answers or refer customers to someone who can answer their questions (i.e. look up prices on POS system)

### **Store Maintenance**

The museum shop provides an engaging and interacting experience for guests. It is important the appearance of the store is maintained on a professional level.

- Must have ability and willingness to straighten and restock the store.
- Responsible for receiving and pricing incoming merchandise.
- Awareness of stock levels on sales floor and in backstock.
- Communicate fast and slow sellers to the attention of manager; communicate sales trends.
- Willingness to organize and maintain stockroom, as well as backstock areas.
- Up keep of daily cleaning tasks; dusting, recycling, garbage.

### **Museum Store Policies**

Knowledge of and adherence to store rules, policies, and attendance at staff meetings. Review of all relevant memos, emails, or communications from manager.

**Experience:** Experience in customer service industry, interest or experience in art related fields, Work Study preferred but not required (Work Study are funds awarded from the University).

**How to Apply:** To apply, please send a cover letter and resume to WAM Shop Manager and Buyer, Marissa Onheiber at [wamshop@umn.edu](mailto:wamshop@umn.edu).