

## Weisman Art Museum Mission

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The Weisman Art Museum at the University of Minnesota presents its rich collection, diverse programs, and remarkable building to stimulate minds and imaginations and to link the University and the community in creative collaboration and discovery.

## Museum Shop Mission

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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.

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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.

### **Sr. Sales Associate**

- Position reports to and supports the Manager/Buyer
- 10-15 hours per week, including some evenings and weekends.

### **Leadership**

- Position serves as resource and support to student staff.
- Requires understanding of all aspects of store policies and procedures, to be able to answer questions and provide training.
- Individual needs to be a self-starter and have good problem solving skills.
- Manages scheduling of student shop staff

### **Customer Service:**

- Help provide an environment that is welcoming and professional for all museum guests and set an example for the rest of the sales staff.
- Greet and thank all customers entering or departing the store.
- Use courtesy and manners, proper language and voice level, and present a polite attitude to visitors and co-workers
- Must be able to ring purchases accurately and efficiently.
- Broad knowledge of Weisman Art Museum exhibitions, collection, and programs and ability to pass information along to museum guests.

### **Product Knowledge:**

- Communicate inventory status and sales patterns to the shop manager.
- Awareness of new arrivals and best sellers, ability and willingness to pass along product knowledge to serve customers.

- Understanding of materials or techniques used to make certain products (i.e. jewelry, crafts), utilizing available resources to become informed about product lines and artists the store represents.

**Cashiering:**

- Ring sales - this requires consistency and willingness to be precise.
- Assist in training staff on our Point of Sale system, transaction procedures and store policies.
- Serve as a resource to others, when questions or problems arise.
- Willingness to find answers or refer customers to someone who can answer their questions (i.e. Look up prices and inventory information on POS system)

**Store Maintenance:**

- Maintain appearance of the store on a professional level.
- Straighten and restock the store.
- Receive and tag incoming merchandise.
- Awareness of stock levels on sales floor and in backstock.
- Up keep of daily cleaning tasks, dusting, recycling, etc.
- Oversee and maintain organization of all storage areas.

**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 (also serve as a resource for this information as it supports the rest of the sales staff).

**Required Qualifications:**

- Experience in customer service/retail industry, interest or experience in art related fields.