

Honolulu Museum of Art

Job Description

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| Job Title: | Sales Associate |
| Department: | Museum Shop |
| Supervisor: | Museum Shop Manager |
| Employment Status: | Full-Time |
| FLSA Status: | Non-Exempt |
| Work Hours: | Tuesday-Saturday 10-5, Sunday 11 am-5pm, Occasional evenings and events |
| Issue/Reissue Date: | 9/15/2015 |

The Honolulu Museum of Art (HMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

Job Summary:

Under the general direction of the Shop manager, this position is directly responsible for providing exceptional and consistent visitor services at the Museum's Beretania and Spalding House locations. The candidate must be able to handle all sales transactions from beginning to end, with attention to detail and customer service. The nature of this work requires the candidate to have strong communication skills, a positive disposition and an ability to multi-task.

Minimum Qualifications:

- 1-2 years retail sales experience.
- Basic retail knowledge: POS experience, inventory control and merchandising.
- Ability to handle retail transactions from beginning to end, including cash, credit card and gift certificates.
- Must enjoy working with the public, meeting new people and partnering with volunteers.
- Ability to engage museum patrons in a positive professional and courteous manner, ability to exercise good judgement and maintain a calm demeanor in challenging situations.
- Ability to travel between two museum locations.
- Excellent communication skills.
- Understanding of excellent service skills and the ability to assist and communicate with a diverse group of people.
- Self-motivated, and detail oriented individual with an ability to multi-task.
- Ability to work at the special events including evening events such as Art After Dark and exhibition receptions.
- Fosters and environment of respect, teamwork and professionalism to ensure maximum results
- Ability to work evenings, weekends, and holidays as required.

Desired Qualifications:

- Understanding of Honolulu Museum of Art’s established identity and dedication to maintaining it.

Essential Duties:

- Greets all visitors to the shop with a friendly and professional manner. Responds courteously to all inquiries.
- Responsible for processing all sales transactions.
- Inventory maintenance: unpacking merchandise, pricing and organizing displays.
- Keeps aware of all new product, key items and top sellers.
- Aware of most museum activities at all locations.
- Fosters and environment of respect, teamwork and professionalism to ensure maximum results.
- Able to work with volunteers.
- Assist with museum events as needed.
- Flexible attitude, entrepreneurial spirit and sense of humor a must.
- Other duties as assigned.

Traits and characteristics:

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision. Exhibiting a polished presence, diplomacy, discretion and a deep respect and understanding of the museum and its brand.

Working Conditions and Atmosphere:

The Sales Associate works within the hours of the museum. Works in the shop and office environment. Ability to stand for long periods of time and lift up to 25lbs. Due to the nature of the some museum events, evening and weekend work is required. This position works with minimum supervision. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

Department Approval

Date

Employee Signature

Date

Human Resources

Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.