

Contemporary Arts Museum Houston

MUSEUM SHOP ASSISTANT MANAGER

The Museum Shop Assistant Manager is a non-exempt, part-time member of the Museum's staff who assists in the operations of The Museum Shop. She/he has considerable primary customer contact and is responsible for the quality of customer service rendered to the Museum's visitors while she/he is on duty. The employee is responsible for the Shop's general appearance while on duty. She/he will assist with data entry and inventory-related tasks, including the annual inventory audit, checking in merchandise, and reviewing sales for placing re-orders. This position provides backup to the Retail Operations Director and manages staff in her absence. The position involves weekend and evening hours including public and private events that occur outside regular Museum hours. The Museum Shop provides an educational service for visitors to the Contemporary Arts Museum Houston, supplementing the Museum's programs that further the public's understanding of contemporary art and for generating income to help it carry out its mission.

Principle Duties and Responsibilities

- Assists the Retail Operations Director with inventory and financial tasks
- Receives, codes, and prices incoming merchandise
- Supervises Museum Shop staff in the absence of the Retail Operations Director
- Performs data entry for Shop's point-of-sale inventory system
- Re-stocks depleted merchandise and tracks for re-ordering
- Opens and closes sales register as well as confirming accuracy of others opening and closing
- Provides customer service in the Shop as a sales clerk and cashier
- Answers general questions about the Museum
- Sells Museum memberships
- Performs light housekeeping, such as dusting merchandise
- Other duties as assigned

Reports to: Retail Operations Director

Supervises: The position has supervisory responsibilities in the absence of the Retail Operations Director.

Qualifications:

- Previous customer service experience as a cashier or in a retail establishment
- Knowledge of Retail Pro or other POS system
- Excellent customer relations and sales skills
- Knowledge of/interest in contemporary art and art books a plus
- Knowledge of Houston area preferred
- Ability to communicate effectively both orally and in writing
- Ability to perform under pressure
- Ability to work well independently as well as in a team environment
- Must be reliable, punctual, personable, self-motivated and directed

Please email resume and cover letter to:

Sue Pruden, Retail Operations Director, spruden@camh.org