



Museum Store Associate Department of External Relations

Status: Part Time/Non-Exempt
Schedule: 24 hours per week, occasional weekend shift
Reports to: Sales Manager
Compensation: DOE

MISSION STATEMENT

To develop innovative problem-solvers through playful learning experiences that strengthen relationships between children and their world.

ORGANIZATIONAL OVERVIEW

Portland Children's Museum consists of three inter-related entities: (1) the Museum, comprised of indoor/outdoor exhibits and on-site/off-site programs, (2) Opal School, a fee-based preschool and public K-5 charter school, and (3) the Museum Center for Learning, which researches fresh approaches to education and provides professional development for educators. In this description, Museum, School, and Center refer to the specific entity, while Portland Children's Museum (or, "the organization") refers to the whole.

OUR COMMITMENT TO DIVERSITY AND INCLUSION

In the Portland metro area, 47% of students are children of color. At Portland Children's Museum, we strive to have our guest and school families reflect that diversity, and for our staff and board to be equally diverse. We are committed to eliminating barriers to access and equity and see a diverse workforce as a key step toward this goal. We actively seek to recruit, hire, promote, and retain a diverse workforce—one that welcomes and engages people from every background. We value our staff members, volunteers, and board members, and their individual backgrounds which further our ability to serve and learn from the diverse families that enrich our community. We invite you to join us on our journey.

POSITION SUMMARY

The Museum Store Associate is responsible for the retail operations of the Museum Store and assists in reaching organizational sales objectives through appropriate merchandising, marketing, ordering, and maintaining equitable inventory levels. The Store Associate manages the inventory process and sets standards for cleanliness and organization. Reporting to the Sales Manager, the Store Associate implements and supports strategic improvements initiated by the Department Director. Through communication and service in the box office, he or she supports the Front Desk Sales team in the promotion and sale of products. The Store Associate reflects on the strengths and limitations of the Store, recommending process improvements.

RESPONSIBILITIES AND DUTIES

Merchandising, Shipping and Receiving (60%)

- Prepares Store orders, both item re-orders and new item recommendations, according to the vendor ordering schedule.
- Develops merchandising strategies to compliment monthly Museum themes, traveling exhibits, and other events, in collaboration with other departments.
- Facilitates all Store inventories.
- Ensures Store inventory is always maintained and merchandised appropriately.
- Accurately maintains all shipping and receiving for the Store.
- Verifies receipt of merchandise to authorize payment of invoices.
- Maintains RMS database for items to ensure consistency of item description, current product costs, and retail sales price.
- Sets standards for cleanliness and organization of the Store and keeps stockroom and store offices organized.

Leadership (25%)

- Provides leadership and support to the Front Desk Sales team through trainings and shared product line knowledge:
 - ensure exemplary customer service is delivered
 - train staff on new or highlighted products and promotions
 - share successful sales techniques
 - foster an atmosphere of support, trust and success amongst the Front Desk Sales team
 - prepare Front Desk Sales Reps to handle customer questions and complaints
 - serve as the key contact for internal and external Store-related questions and concerns.
- Works with leadership to order and/or create new product that reflects the organization's values, exhibits, and learning approach.
- Develops, manages, and communicates sales incentives for the Front Desk Sales team.
- Works with the Sales Manager to ensure the Store is operating within the budgetary requirements of the organization.
- Prepares the Box Office cash registers and opens the safe as needed.

Store Improvement (15%)

- Continuously evaluates inventory product lines, processes, and procedures to recommend modifications to promote increased sales.
- Helps collect, analyze, and use sales data for continual program improvement and enhancement.

Other duties as assigned

Qualifications

Skills

- Two years of retail experience with two years of merchandising experience, preferred.
- Proven computer skills with a sound knowledge of Excel, Word, and Outlook; experience with SharePoint and purchase order systems preferred.
- Bilingual, a plus.

Competencies

- Strong communication and organizational skills with the ability to articulate the Museum's mission and programs to others.
- Strong commitment to the inclusion of diverse audiences.
- Enjoys working with customers and providing a high standard of customer service.
- Aptitude to work both independently and in cross-functional teams, and to solve problems creatively.
- A positive attitude, strong work ethic, and a professional appearance.

Working Conditions

- Flexibility to accommodate temporary shifts in schedule with some early morning, evening, and/or weekend work required.
- This position requires standing and the ability to bend.
- Background check required.

TO APPLY

Send a resume and cover letter to resumes@portlandcm.org with **Store Associate** in the subject line.