Toledo Museum of Art
Job Description

JOB TITLE: Lead Sales Associate
HOURS: full-time, will include evening and weekend hours
FLSA STATUS: Non-exempt

SUMMARY

Provide excellent customer service, facilitate sales, and stock inventory in Museum Store and Collectors Corner; contribute to appearance of store; assist with supervision of employees; assess immediate needs of the sales floor.[1]

ESSENTIAL DUTIES

Essential duties include the following. Other duties may be assigned.

- Provide excellent customer service by being knowledgeable in all areas of store merchandise and policies, being acquainted with the artists represented and with their work, and providing customers with information regarding programs, activities, and products available throughout the Museum.

- Facilitate sales by being knowledgeable in operation of all cash register functions and possible problems, assembling register pulls and sales reports for deposit, and documenting all problems, complaints, issues and concerns for the Manager.

- Contribute to the appearance of the store by monitoring merchandise levels and bringing stock from storage onto floor for display; assist in the replacement of original art following each receiving.

- Maintain a safe and efficient workplace by assisting the Manager and Assistant Manager with the supervision of the other sales associates. Give direction to part-time employees with daily tasks. Assist with additional duties as Manager deems necessary.

- Help provide for consistent, excellent operational practices by dealing with unanticipated questions and problems in the absence of the Manager and Assistant Manager.

- Support the Guiding Principles of the Museum by modeling behavior described in the Museum Values Statement in all activities.

RELATIONSHIPS

REPORTS TO: Museum Store Manager
SUPERVISORY RESPONSIBILITIES: Provide work direction to part-time sales associates

EDUCATION and/or EXPERIENCE

High school diploma or equivalent, with a minimum of one year related experience in a similar retail operation, knowledge of art sufficient to recommend exhibition-related merchandise with post-secondary coursework in art history or studio art. or equivalent combination of education and experience.

OTHER QUALIFICATIONS

Excellent interpersonal skills; understand of and dedication to outstanding customer service; accuracy and attention to detail. Must be available to work hours Museum Store is open, which will include weekends and some evenings.

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[1] *The Museum complies with all employment-related federal and state laws, and will make reasonable accommodation to allow fully qualified individuals with disabilities to perform essential functions of this position.*

LANGUAGE SKILLS
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers and employees.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variable in standardized situations.

COMPUTER SKILLS – Must master basics of retail database software (TAM) by completion of orientation period.

Type of Software	Product Currently in Use	Check if necessary skill can be acquired after hire.	Expertise		
			Basic	Moderate	Specialized
Database	TAM	☒	☐	☒	☐
Internet	Explorer	☐	☐	☒	☐
Inventory	TAM	☒	☐	☒	☐
Order Processing	TAM	☒	☐	☒	☐
Word Processing	Word	☐	☒	☐	☐

PHYSICAL DEMANDS
This position requires that the employee be able to use hands to finger, handle, or feel and talk or hear. The employee is regularly required to stand and walk. The employee is occasionally required to sit, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

VISION REQUIREMENTS:
Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT
Work environment is that typical of a small retail operation. Noise level is low to moderate.