MUSEUM GIFT SHOP COORDINATOR

POSITION SUMMARY

This position oversees the Museum Center's point of sales system and coordinates customer service, merchandising, inventory control, and other related activities for the museum gift shop. This position reports to and consults with the Museum Director on gift shop seasonal staff performance reviews and gift shop operational policies.

RESPONSIBILITIES

Essential Duties:

- Lead worker over and will train other gift shop staff.
- Oversees, coordinates, and performs computerized cash register sales transactions and cash management.
- Assists with and provides input into the development and implementation of operating budgets, policies, and procedures consistent with those of the organization.
- Provides sales coordination and problem resolution for customers; performs direct sales and customer service.
- Monitors sales through the cash register; resolves discrepancies, prepares, reconciles, and records cash receipts for deposit, and prepares sales reports.
- Monitors and coordinates ordering, receipt, and return of merchandise and/or equipment; verifies invoices and billing and resolves errors and discrepancies; as appropriate, coordinates shipping and/or delivery of merchandise to customers.
- Oversees area stock and visual merchandising; participates in the development and implementation of on-floor sales promotion campaigns.
- Participates in the establishment and implementation of general marketing plans and programs for the gift shop.
- Monitors general housekeeping cleanliness within the area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Greets and processes group admissions. This includes verifying the accuracy of the count and collecting payment.
- Answers incoming phone calls, forwards calls and relays messages as needed.
- Maintains the lost and found items for a set period of time.
- Other duties as assigned.

Knowledge, Skills, And Abilities (position requirements at entry):

- Familiarity with automated point-of-sale systems with integrated inventory management.
- Familiarity with scanning and digital photography.
- Excellent written and verbal communication skills, including public speaking.
- Excellent computer skills including Microsoft Office, familiarity with database programs.
- Ability to use a variety of office equipment and related applications.
- Knowledge of and ability to apply basic mathematical principles.
- Excellent spelling, grammar and English composition.
- Knowledge of basic record keeping practices.

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- Ability to be a self-starter, exhibits positive image and outlook when interacting with the public and coworkers.
- Excellent customer service techniques.

SKILLS

Education and Experience (position requirements at entry):

- High School diploma or GED required, and up to two years' experience working in retail, museum gift shop preferred, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements (position requirements at entry):

- Valid Driver's License

WORKING CONDITIONS

Working Environment:

- Work is performed within routine office environment with minimal exposure to hazardous or unpleasant conditions.
- Positions in this class typically require: climbing, stooping, reaching, standing, walking, pushing, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

GRADE: G-12
FLSA: Non-Exempt
Created and updated to new format: 05/25/2016
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Updated: by Museum Director Fuhrman, HR Nameniuk 11/30/22. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025. Updated by Director Fuhrman, HR Nameniuk 8/27/26.