



TITLE: Retail & Visitor Services Associate

DEPARTMENT: Retail & Visitor Services

STATUS: Part time / non-exempt

El Museo del Barrio, founded by a coalition of Puerto Rican educators, artists, and activists, is the nation's leading Latino and Latin American cultural institution. The Museum welcomes visitors of all backgrounds to discover the artistic landscape of these communities through its extensive Permanent Collection, varied exhibitions and publications, bilingual public programs, educational activities, festivals, and special events.

### **JOB SUMMARY**

Retail and Visitor Services Associate at El Museo del Barrio acts as ambassador of the institution. The Museum seeks an outgoing, reliable person to join our Retail & Visitor Services department team. This person will be responsible for welcoming and engaging visitors to the Museum, providing general information. The Associate person will be performing duties at the gift shop, coat check and reception area.

### **RESPONSIBILITIES**

#### **Gift shop / Coat-check:**

- Basic knowledge in credit card and cash transactions required
- Provides excellent customer service to visitors, engaging and interacting with them
- Uses knowledge of products and exhibitions to provide complete and accurate information to the Museum visitors, promoting our current programs, discounts, events
- Sell tickets to visitors in a professional and courteous manner while also providing customer service regarding general customer inquiries
- Receive and unpack, incoming merchandise as needed.
- Prepares merchandise for sale, labeling, organizing, and restocking under supervision
- Persuades our customers to increase sells merchandise, admissions, memberships, and tickets for events to reach monthly revenue goals
- Maintains appearance of displays impeccable and shelves organized by sections with an emphasis on cleanliness and attention to detail.
- Operate the Museum's front desk and provide positive customer service experiences to all Museum guests, assisting them with information of the current exhibitions, programs, and events.
- Actively promote and sell the Museum memberships to reach monthly revenue goals



- Assist guests receiving and tagging carefully and responsibly their belongings as yours
- Performs other related duties as required

### **Reception**

- Receives visitors at the front desk by greeting, directing, and announcing appropriately
- Answers screening and forwarding incoming phone calls
- Receives, sort and distribute daily mail/deliveries
- Maintains office security by controlling access via the reception desk
- Ensures reception area is tidy and presentable, with all necessary stationery and material
- Updates conference room calendars daily
- Forwards off-site emails to the corresponding person/staff in a professional manner
- Notifies personnel of the departments of visitor arrival
- Performs other related duties as required.

### **QUALIFICATIONS**

- High school education required. At least 1 year experience in a retail operation and or visitor services, preferably a museum store
- Have a basic knowledge of customer service best practices and possess excellent communication skills Enjoy working with the public, meeting new people, and working with volunteers
- Show proficiency using technology/computer software (iPad, Microsoft Word, Excel, PowerPoint)
- The person must be able to work a flexible schedule including weekends and holidays
- May occasionally have to move cartons weighing up to 30 pounds.
- Bilingual a must (English & Spanish).
- Basic cash register knowledge is required. Learn and use the museum retail system.
- Telephone Skills, Verbal Communication

### **Application Instructions**

Please send a cover letter, resume, to [jobs@elmuseo.org](mailto:jobs@elmuseo.org), with Retail & Visitor Services Associate in the subject line. No phone calls, please.

*El Museo values diversity in backgrounds and in experiences. El Museo's commitment to a diverse workforce has been a key to our success. In accordance with that commitment, El Museo provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability,*



*predisposing genetic information, gender identity and/or expression, military, or veteran status in accordance with applicable federal, state and/or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, transfer, leaves of absence, compensation, and training.*

*As a commitment to the health and safety of El Museo's employees and patrons, we have enacted a mandatory vaccination policy for our employees. Accordingly, all prospective hires must be able to provide proof of vaccination if an offer of employment is extended. However, in accordance with our dedication to equal employment opportunities for all, and in compliance with all federal, state, and local laws and regulations, exemptions to El Museo's vaccination policy exist for individuals based upon their medical conditions and/or sincerely held religious beliefs.*