



Position Description

Position Title: Museum Shop Assistant Manager

Reports To: Director of Retail

Type of Employment: Full Time, Exempt

Schedule: Flexible including weekend, evening, holidays and special events

Position Summary

Tohono Chul seeks team-oriented, energetic and enthusiastic Museum Shop Assistant Manager who will thrive in a fast-paced environment and who is well-suited to working collaboratively with both staff and volunteers. Successful candidates are friendly, professional, customer-oriented and have experience in retail sales and customer services. The Museum Shop Assistant Manager is responsible opening/closing, reconciliations, consignments and recordkeeping as well as greeting guests, answering questions about merchandise and Tohono Chul, processing sales and promoting membership. Like all retail staff, the Assistant Manager plays a key role in ensuring an exceptional visitor experience. This position reports to the Director of Retail.

Essential Duties and Responsibilities

- Assist with daily store operations including cash handling and register reconciliation
- Ensure an excellent retail experience for customers
- Open and close any one or all three retail shops
- Maintain all consignment accounts and prepare invoices for payment
- Assist Director of Retail with wholesale orders
- Prepare daily reports for manager
- Process sales transactions using the POS (point-of-sale) register
- Receive, process, organize and display merchandise
- Receive, maintain, manage and organize merchandise on the shelves and tables
- Maintain the visual look of the store; cleaning, arranging, stocking the merchandise; also keep clean and orderly back room
- Supervise volunteer staff on a daily basis – train on cash handling and housekeeping
- Understand and be able to share the story of Tohono Chul, its missions and the philosophy of the shops
- Be informed about new exhibits in galleries and on the grounds
- Encourage membership through sincere interest in Tohono Chul
- Provide support for occasional trunk sales and special events

The above description reflects the general details considered necessary to describe the principal function of this job identified and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

Work Schedule

This is a full-time (40 hours per week) position. Due to the nature of this position, weekends, occasional evenings and holidays will require some flexibility in the scheduled hours of work.

Education and Experience

- High school diploma or the equivalent
- Four years' experience in a retail environment
- Four years' cash handling experience
- Basic understanding of inventory processes

Knowledge, Skills and Abilities

- Accurate data entry and Inventory management skills
- Ability to learn Catapult Point of Sale inventory system
- Requires excellent people and customer service skills
- Requires honesty and integrity
- Ability to be proactive, enthusiastic and flexible on the job
- Able to work independently and prioritize multiple tasks
- Able to follow oral and written instructions
- Able to work effectively with a team
- Willingness to work evenings, weekends and holidays
- Knowledge of Native American and Southwest folk arts and merchandise a plus

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly spends long hours sitting and using office equipment and computers. During special events the employee may be required to spend hours on their feet. The employee frequently is required to walk; climb or balance; stoop, kneel, or crouch; and talk and hear. The ability to use fingers of one or both hands to grasp, manipulate, control or feel objects. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, anything greater should be done with assistance.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employees work might require them to be outdoors in both hot and cold weather. The noise level in the work environment is usually moderate.

To Apply

Submit resume and cover letter via email to:

Human Resources at humanresources@tohonochul.org