

Title: Retail Assistant

Department: Business and Development

Responsible to: Retail Manager

Contract: Part-time

Shift Pattern: Approximately 12-16 hours a week, worked over 3–4 days (as required)
Hours of work approx. 10.00am–2.00pm or 1:00pm – 5:00pm
There will be regular weekend and Bank Holiday work with Mondays (during school summer holidays) plus some training days outside of normal working hours.

Salary: £8.91 per hour

About the Role

Retail Assistants are responsible for the day to day practical selling in the shop and always ensuring a warm welcome is extended to visitors upon entering the shop. The role involves cash handling and responsibility for cash reconciliation as well as working alone for long periods of time.

Retail assistants are supportive in answering any questions about the site and generally a friendly, helpful team player who can assist visitors as necessary.

**Main duties of the role:**

You will deliver outstanding customer service to a broad range of customers and maximize sales so that the profit can support the aims of the Museum.

You will be operating the till system for each sale and handling cash and card payments.

At the end of each day you will be responsible for the reconciliation of daily sales.

Monitor stock levels in the shop and re-stock and tidy the shelves as and when necessary.

Undertake such other duties, consistent with the responsibilities of the post and as directed by the Retail Manager and/or Senior Management Team, as may be required from time to time.

**Knowledge, skills and experience required:**

* Experience of working in a customer service environment.
* Interest in developing product knowledge.
* Able to follow guidelines and merchandise to specified standards.
* Able to promote products to meet sales targets.
* Competent IT skills.
* Positive approach and drive to improve standards of visitor care.
* Enthusiasm for heritage and art collections is desirable.

The American Museum & Gardens is an equal opportunities employer.

To Apply

Please send a CV and covering letter, outlining how you meet the role requirements to: Melissa Cannell, Retail Manager at retail@americanmuseum.org