

Position Title:	Store Sales Associate
Reports To:	Store Manager

The Museum of Glass is seeking a part-time Store Sales Associate in Tacoma, Washington.

The Museum

Sixteen years ago, the Museum of Glass opened its doors as an architectural icon and a one-of-a-kind museum dedicated to glass art. Located on the Thea Foss waterway in thriving downtown Tacoma, the 75,000 square foot facility combines exhibition galleries, an education studio, a theater, the 500-foot long pedestrian Chihuly Bridge of Glass and the world's largest and most active museum glass making studio – the Hot Shop.

Based in the Pacific Northwest, the center of the American Studio Glass movement, the Museum serves regional, national and international audiences. The Museum's visitor-centered public programs, original exhibitions and riveting glassmaking demonstrations have inspired and engaged over two million visitors from all 50 states and more than 75 countries. The Museum of Glass is a member of the American Association of Museum Directors and was granted accreditation by the American Alliance of Museums, recognizing its commitment to excellence, accountability, high professional standards and continued institutional improvement.

Our Mission: To ignite creativity, fuel discovery and enrich lives through glass and glassmaking

The Role

Sales Associates are responsible for greeting visitors, selling Store merchandise by providing information about store products to interested buyers, selling Museum of Glass memberships and ensuring that all visitors have a positive Museum experience.

Major duties and responsibilities:

Provide excellent customer service to all visitors and offer to sell or renew Museum membership at the beginning of every appropriate transaction. Use product information and available resources to educate visitors and assist them in making product selections and processing sales transactions. Serve customers promptly, minimizing any delay or wait time. Must be courteous, efficient, and able to sell to customers so that their needs and expectations are met or exceeded.

Ensure that the Store is always clean, organized and well maintained, provide information on Museum exhibits and activities to enhance the visitor experience, and creatively resolve visitor issues. Must be able to accurately handle and reconcile cash. The associate may be asked to perform other duties in support of the Museum's programs.

Education and Experience

Education	High School graduate preferred
Years of experience	Experience in retail sales preferred
Certifications	None

Required Knowledge, Skills and Abilities

- Excellent customer service skills
- Strong verbal and written communication skills in English
- Accurate and reliable cash handling skills
- Ability to calculate figures and amounts such as discounts, commissions, proportions, and percentages. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- Creative problem-solving skills to achieve customer satisfaction
- Able to work as part of a team to ensure that visitor expectations are met
- Moderate computer skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, and download forms.
- Able to maintain a working knowledge of the programs, exhibitions, events and other activities of the Museum in order to assist visitors

While performing the duties of this job, the employee is regularly required to stand and sit for periods of time; use hands to finger, handle, or feel; use a computer keyboard and screen; and speak or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds unassisted. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Care and handling of fragile and/or large objects.

This is a part-time position. Days and hours of work will be arranged with the Store Manager, and will include work on weekends, holidays and some evenings.

To apply please send cover letter and resume to HR@Museumofglass.org