

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE



JOB INFORMATION

Job Title:	Customer Service Representative	Department:	Operations
Reports To:	Operations Director	FLSA Status:	Part Time, Hourly
Salary Range:	\$8.00-9.00 hourly + commission		

SUMMARY

A Customer Service Representative assists the Operations Director in maintaining the Museum Store as a profitable retail business operation while actively seeking ways to support MOWT programs through store operations. This position is part of a career track in Operations and can lead to promotional opportunities with the right candidate.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Works under general supervision of Operations Director.
2. Provides exceptional customer service to all guests.
3. Maintains friendly, effective, and professional relationships with coworkers, business partners, and guests.
4. Uses product information and available resources to educate customers and assist them in making product selections.
5. Accurately processes sales transactions through Point-of-Sale system using current practices.
6. Assists with the daily in-store accounting for store sales and transmittal of daily summary sales reports and daily cash receipts.
7. Processes incoming orders of merchandise and performs physical inventory counts, ensuring a high level of accuracy of store inventory.
8. Develops merchandising displays, proper signage, and ensures that all displays and counters are kept clean and well stocked.
9. Ensures proper cleanliness and sanitation of Museum facilities.
10. Assists with the care, maintenance, and security of the Museum's physical assets and facilities.
11. Collaborates with Operations team to develop and achieve departmental goals.
12. Follows the approved budget, monitors the quality of the Museum's products and services, and ensures maximum guest satisfaction.
13. Follows the Code of Ethics as a statement of museum best practices and standards.
14. Serves as part of the Manager on Duty (MOD) staff and may be called upon to oversee other Museum functions.
15. Assists with special events as needed.

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PERSONAL ATTRIBUTES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Keen passion for the Museum's mission of providing a gateway to the past which educates, entertains, and inspires lifelong learning.
2. Friendly, compassionate, and professional demeanor.
3. A self-starter who demonstrates a high sense of ownership and integrity that is willing to work independently within a team structure, demonstrating initiative and proficiency at problem-solving.
4. Able to communicate enthusiastically, yet maturely, with a wide range of populations and in front of large diverse groups, including all age groups, nationalities, religions, and abilities.
5. Scrupulous attention to detail in all aspects of work is required.
6. Maintains an exceptional level of communication to ensure timely and efficient exchange of information, both positive and negative, using email, text messages, voicemail, and face-to-face meetings.
7. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
8. Dress code is Business/Business casual. The Customer Service Representative is the 'face' of the Museum and is held to a high dress code standard.
9. Must have reliable transportation and a current working cell telephone with a number that can be accessed (by voice and text) by Operations Director and Operations department for contact purposes.
10. Working knowledge of Microsoft Office. Proficient in use of personal computer.
11. Must be willing to have fun while working!

EDUCATION and/or EXPERIENCE

1. Experience in customer service and/or sales is preferred.
2. Some college, or current college track in Business, Museum Studies, or related field is desired.

LANGUAGE SKILLS

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to deal effectively and courteously with user groups, their representatives, and the general public.

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4. Ability to communicate in English in a clear and concise manner, both orally and written. Bilingual is a plus.

REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events, and stimulus may occur simultaneously.
2. Ability to define problems, collect data, establish facts, and draw valid conclusions.
3. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form, dealing with both abstract and concrete variables.

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.

1. While performing the duties of this job, the employee is regularly required to perform the following as a single act, or simultaneously: stand, reach with hands and arms, climb, balance, stoop, kneel, crouch, crawl, talk, and hear.
2. The employee frequently is required to walk and/or stand.
3. The employee is occasionally required to sit.
4. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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.

1. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

Please apply by sending your resume and salary requirements to museum@worldtreasures.org with the Subject line CSR 2017 and your name. For Example " CSR 2017 IvanTrex"