**Museum Store Staff Job Description**

**Attending to customers:**

* Greeting & engaging in conversation
* Encouraging visitors to go into the Museum
* Helping with merchandise-restocking as needed
* Ringing up sales
* Packing any items that need to be shipped
* Explaining about memberships & signing up new members
* Answering questions about the Museum, local history, Crested Butte, etc
* Directing Docent as needed to be most helpful
* Counting visitors to Museum Store and Museum
* Helping with events as needed

**Financial Responsibilities:**

* Being aware that transaction is correct; ie tender is correct, numbers match on computer & credit card machine, correct change is given
* Making daily deposit
* Reconciling numbers at the end of the day so all match
* Sending credit card batch
* Having ample change-ask Manager to get change or get it yourself

**Cleanliness & Tidiness of Museum & Museum Store:**

* Straighten and restock store daily (Use Restock Report)
* Fill in empty display areas or rearrange merchandise as needed based on sales
* Dust & clean store (Leave a note in book for next employee of areas cleaned that day)
* Clean bathrooms daily
* When slow, clean areas in Museum (Leave a note in the book for other employees so all areas are done)

**Directing inquiries, suggestions, donations to Director, Collections Manager or Store Manager as needed**

* Giving proper form to donor for donation & making sure it is filled out completely and legible. (See Collection Manager’s procedures.)
* Passing on information to Collections Manager about needs of building: Please follow guidelines laid out in binder regarding maintenance to the building
* Giving comments by visitors or information about members to Director: Please leave a note with membership form with any pertinent information about the member (ie granddaughter of old timer or has interest in) Or leave Director detailed information so she can follow up with member
* Alerting Store Manager when retail/office supplies are low in writing in notebook
* Giving Store Manager requests & feedback in notebook

**Museum Store Employee Expectations**

* Store is open on time daily
* All lights & exhibits are turned on & off daily
* Shades are raised & lowered daily
* Stove light, gumball machine, front window & outside front lights are on nightly
* Customers will always be greeted and have employee’s attention. Customers will be thanked for visiting the museum
* Cell phones will be on silent and not answered when customers are in the store
* Any cell phone conversation while working will be ended immediately when customers walk in the building
* Any reading material will be put behind the counter and down when customers walk in the building
* Personal visitors should be kept to a minimum and customers should never be ignored while in the museum
* Internet use should be limited to museum related topics only NO WATCHING OF SHOWS/MOVIES
* Music must be quiet and appropriate for the museum
* Reading newspaper, books, news online is acceptable on slow winter days when all other responsibilities have been taken care of and there aren’t any visitors in the building

**Schedule Expectations**

* Schedule changes will be worked out in an equitable manner amongst employees All changes must be written on the calendar
* Ask Store Manager when no one is available to cover shifts
* Schedule vacations & appointments on unscheduled days and during off seasons as much as possible-not during the busy times of the year
* A schedule change is unchangeable once other employees have adjusted their schedules to suit the needs of the employee requesting a change