

Part-Time Position Available Guest Services Associate

The National Cowgirl Museum is accepting candidates for dedicated guest services sales staff.

The National Cowgirl Museum and Hall of Fame is the only museum in the world dedicated to honoring women of the American West who have displayed extraordinary courage and pioneer spirit in their trailblazing efforts. Currently, the museum's archives house more than 4000 artifacts and information about more than 750 remarkable women.

Guest Services Associates are responsible for welcoming guests and offering exceptional customer service. Responsibilities include admissions sales and merchandise sales in the retail store. Associates assist the shop manager in daily operations including administrative tasks, data entry, receiving merchandise, visual merchandising and other tasks as deemed appropriate.

Core Job Duties:

- Always maintains a positive selling environment focused on stellar customer service.
- Be knowledgeable of museum departments, programs and events; exhibit good phone etiquette.
- Be knowledgeable of shop merchandise availability, features and benefits.
- Comfortably interact with visitors for sales and gather feedback on their experience.
- Processes all sales: store, email, phone & online orders including shipping, without supervision.
- Performs daily shop maintenance including supplies, refreshing displays, restocking items, assist with visual merchandising.
- Performs daily inventory maintenance including receiving shipments and processing items.
- Keeps work areas clean and free of clutter.
- Positively & proactively responds to all customer concerns and prioritize multiple tasks in a fast-paced environment with a minimum of direction.
- Balances the daily cash registers and reconcile receipts.

General Qualifications:

- This position reports to the Shop Manager & Buyer.
- Two years minimum experience in a retail setting with a solid knowledge of retail sales, merchandising, and computerized POS registers for sales & inventory processing.
- Ideal candidates will strongly demonstrate these qualities: enthusiasm, initiative, patience, stress tolerance, adaptability, persuasiveness, and integrity.
- Proficiency with Windows based software.
- Shipping and order fulfillment experience a plus.
- This is a part-time position; hours to vary from 15-30 hours week.

Working Conditions:

- Great core hours 9:45-5:15pm. Weekend shifts required. Must be willing to work holidays, occasional evenings as required.
- Ability to effectively maneuver around sales floor and stockroom, repetitive bending, prolonged standing, twisting, stooping, squatting, climbing.
- Must be able to lift and carry up to 40 lbs unassisted. Must be able to move, operate and climb a 5ft ladder.

Submit resume with references via email to conciierge@cowgirl.net.

