



RETAIL SALES ASSOCIATE—On Call

OVERVIEW: Assist in the daily operations of the Seattle Art Museum Shops; provide excellent customer service to visitors on the sales floor.

FLSA STATUS: Non-Exempt **REPORTS TO:** Assistant Manager of Retail Operations

ESSENTIAL FUNCTIONS:

1. Assist customers in SAM Shop and SAM Gallery (as requested).
2. Be able to perform select operations of SAM Gallery - including, but not limited to: art sales, handling original works of art, hanging art, filing and database related tasks, communicating with artists and clients of SAM Gallery.
3. Utilize excellent customer service and retail skills to proactively assist store customers in a pleasant and positive manner.
4. Work on Sales Floors of SAM Shop, SAM Books and SAM Shop SPEX. Train to be called to work on SAM Shop AAM in addition, possible Admissions components included in this training.
5. Restock SAM Shop sales floor merchandise and supply areas, clean and arrange displays as instructed.
6. Maintain a thorough knowledge of inventory, the Museum, membership and shop policies to aid customers with purchasing needs.
7. Regularly review Shop and Gallery team lists, posted schedules, calendars and event notifications.
8. Open and close shop registers - daily cash counting and safe access.
9. Unpack shipments as they arrive and arrange products in SAM Shop stockroom as instructed.
10. Assist Managers, Lead Sales Associate and Buyer with daily duties and special projects.
11. Assist Warehouse Coordinator with tagging and flow of merchandise as needed.
12. Assist with basic elements of training for Temporary/On-Call staff as needed.
13. Assist with the annual physical inventory.
14. Perform other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. High school diploma or equivalent experience.
2. Previous experience in retail sales.
3. Excellent oral and written communication skills; ability to communicate effectively and to project a professional image when giving and taking information in writing, in person, and over the phone.
4. Ability to use a variety of different cash registers.
5. Demonstrated proficiency and accuracy using MS Office products, including Word, Excel, Access, Outlook, and other software programs.
6. Organizational ability with attention to detail.



7. Ability to take initiative and prioritize tasks; good time-management, problem-prevention, and problem-solving skills.
8. Ability to work independently and as part of a team; ability to motivate self.
9. Ability to learn and adapt quickly in a constantly changing environment.
10. Ability to work accurately with close attention to detail and maintain confidentiality of sensitive information.
11. Ability to work with donors, members, the public, and co-workers professionally and tactfully, to adhere to Museum policies and to support management decisions in a positive, professional manner.

The Seattle Art Museum will consider reasonable accommodations for those applicants with disabilities who may need a reasonable accommodation to perform the essential functions/duties. Please contact the Human Resources Department for additional information.

Seattle Art Museum is committed to diversity and inclusion. Qualified individuals who bring diverse perspectives to the workplace are especially encouraged to apply.

TO APPLY: Please visit <http://www.seattleartmuseum.org/about-sam/careers> for specific instructions on how to submit your cover letter and resume.

Deadline: Open Until Filled