
THE CHARLOTTE MUSEUM OF HISTORY MUSEUM ASSOCIATE JOB DESCRIPTION

POSITION: MUSEUM ASSOCIATE

The Charlotte Museum of History
Charlotte, NC

Job Announcement Date: March 10, 2020

Appointment Type: Full-Time Hourly Nonexempt (Overtime Eligible) Employee

Compensation: Hourly rate is \$12.00/hour, plus a \$2,400 annual benefits stipend.

This position reports to the President & CEO.

Website: www.charlottemuseum.org

Deadline to Apply: April 7, 2020

As the first person a visitor typically meets at The Charlotte Museum of History, the Museum Associate is the critical frontline public-facing staff member responsible for enhancing the museum visitor's experience by offering exceptional customer service.

The Museum Associate maintains a working knowledge of Charlotte history to answer questions from visitors. S/he is able to work with minimal supervision and is comfortable opening and closing the museum and the Hezekiah Alexander Home Site. Occasionally, the Museum Associate leads tours. In addition, the Museum Associate performs a variety of administrative tasks including data entry, sales reporting, and visual merchandising. This full-time position works Tuesday – Saturday, 9:00 am to 5:00 pm. Some evening and additional hours may be required for special events.

DUTIES AND RESPONSIBILITIES

- Act as the Museum's first ambassador, cheerfully greeting visitors to the museum and those who call or email with questions
- Process museum admissions, event registrations, and museum shop sales accurately and thoroughly
- Tally visitor attendance accurately
- Reconcile daily sales reports accurately
- When visitors arrive at the museum for business meetings with other staff, greet them warmly and alert museum staff to their arrival

- Route incoming calls to staff effectively and courteously
- Assist museum staff with marketing, including drafting eblasts, adding museum event listings to public calendars, creating upcoming events flyers, etc.
- Assist with filing and data entry, e.g. entering email addresses into Constant Contact
- Assist in setting up and breaking down the museum for programs and special events
- Assist the Facilities & Rental Events Manager with inventory controls and inventory re-orders
- Restock the museum shop and maintain a neat and orderly store

REQUIRED QUALIFICATIONS

Qualified candidates will have the following capabilities and qualities at minimum:

- Bachelor's Degree
- A minimum of two years' experience in retail and/or the customer service industry
- Outstanding customer service ethic: a cheerful, engaging demeanor with the ability to remain calm under pressure
- Refined attention to detail and organizational skills
- Familiarity with point-of-sale systems, experience with / ability to learn Square
- Proficiency with Microsoft Office products, including Word, Excel, PowerPoint, and Publisher
- Demonstrated ability to calculate sales and collect money accurately
- Exceptional written, verbal, and interpersonal communication skills

PREFERRED QUALIFICATIONS

In addition to the required qualifications listed above, ideal candidates will have the following capabilities and qualities:

- A passion for history; enthusiasm and knowledge about Charlotte's history a plus
- Experience or ability to learn basic graphic design for museum marketing using Canva, Constant Contact, Adobe Creative Suite, etc.
- Working knowledge of databases, particularly Talisma Donor Database, a plus
- Resourcefulness and the ability to anticipate needs.

PHYSICAL REQUIREMENTS

This position operates in a professional work environment and routinely involves the use of computers, printers, and telephones. While performing the duties of this job, the Museum Associate is regularly required to talk and hear; frequently is required to stand; walk; use arms and hands to carry. This position requires the ability to lift and carry items weighing up to 20 pounds.

APPLICATION PROCEDURE

Email a cover letter and resume and/or CV to Adria Focht at adria@charlottemuseum.org. Please indicate in the subject line of your email the position to which you are applying and where you learned of the opportunity. The Charlotte Museum of History values diversity and inclusion and is an equal opportunity employer. Only candidates invited for screening will be contacted. No phone calls please.