



Toledo Museum of Art Job Description

JOB TITLE: Sales Floor Supervisor
REPORTS TO: Retail Manager
FLSA Status: Exempt Non-Exempt
Hours: Part Time (Evenings & Weekends)

SUMMARY

Act as the Manager on Duty and provide excellent customer service, facilitate sales, and stock inventory in Museum Store and Collectors Corner; contribute to appearance of store; assess immediate needs of the sales floor.

KEY ACCOUNTABILITIES

Duties and Responsibilities include the following; other duties may be assigned:

- Primary function is to supervise the store on weekends and evenings including managing the staff and staffing hours, overseeing returns and exchanges, take customer requests, and handle challenges as they arrive according to museum and retail protocol.
- Provide excellent customer service by being knowledgeable in all areas of store merchandise and policies, being acquainted with the artists represented and with their work, and providing customers with information regarding programs, activities, and products available throughout the Museum.
- Facilitate sales by being knowledgeable in operation of all cash register functions and possible problems, assembling register pulls and sales reports for deposit, and documenting all problems, complaints, issues and concerns for the Manager.
- Contribute to the appearance of the store by monitoring merchandise levels and bringing stock from storage onto floor for display; assist in the replacement of original art following each receiving.
- Maintain a safe and efficient workplace by assisting the Manager and Assistant Manager with the supervision of the other sales associates. Give direction to part-time employees with daily tasks. Assist with additional duties as Manager deems necessary.
- Help provide for consistent, excellent operational practices by dealing with unanticipated questions and problems in the absence of the Manager and Assistant Manager and accountable for the following:
 - Money handling/making change for the safe and cash registers
 - Handling store holds
 - Sticker demo bowls and GP and supply with packing material and ensure all items sold have been restocked
 - Restocking
 - Maintaining inventory of boxes and bags
 - Create artist files and keep updated and update artist information
 - Generating wall labels 2D
 - Reporting sellout merchandise
 - Printing and sharing museum information with part-time staff
 - Generating notes for staff as per Manager requests
 - Supervising book signing and pop up shops when needed
 - Maintaining and organizing art and product storage rooms
 - Assist managers in training new staff
- Support the Guiding Principles of the Museum by modeling behavior described in the Museum Values Statement in all activities.

RELATIONSHIPS

- Reports to Museum Store Manager
- Supervises and provides work direction to sales associates.



SPECIALIZED KNOWLEDGE, COMPETENCIES AND ABILITIES

- Requires knowledge of art sufficient to recommend exhibition-related merchandise.
- Post-secondary art history or studio art coursework preferred.
- Excellent interpersonal skills; understanding and dedication to outstanding customer service; accuracy and attention to detail; ability to maintain composure in difficult situations; ability to effectively problem solve
- Knowledge of computer functions including MS Explorer and basic knowledge of MS Word.
- Experience with relational databases preferred.
- Must master basics of retail database software (TAM) by completion of orientation period.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent
- Minimum of one year sales experience, preferably in retail
- Supervisory experience, preferably in retail environment

WORK ENVIRONMENT

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.

While performing the duties of this Job, the employee is regularly required to talk and hear, stand and walk, to use hands to ring sales and pack items, and to place/remove items from shelving at various levels. The employee is occasionally required to sit, and to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The noise level when performing the duties of this position is generally moderate. Environment is that typical of an indoor retail operation.

Please submit resume and completed Toledo Museum of Art Application to jobs@toledomuseum.org

The Toledo Museum of Art provides equal opportunity for employment and promotion to all qualified employees and applicants. No person shall be discriminated against in employment on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.