



Part-Time Retail Associate

POSITION OVERVIEW

The Retail Associate will be responsible for assisting the Retail Assistant Manager, the Retail Supervisors, and Cart Coordinators with the daily operations of the 9/11 Memorial Museum Stores and Carts including: customer service and sales; donation collection; receiving, unpacking, and stocking of merchandise; maintenance and restocking of displays; answering visitor questions specific to products and exhibitions, as well as questions regarding visiting the 9/11 Memorial and Museum; assisting with physical inventory counts; and facilitating special events. This position reports to the Retail Assistant Manager.

ESSENTIAL FUNCTIONS

- Ensures that the 9/11 Memorial Museum Carts and Stores provide an enriching and excellent visitor experience.
- Accurately operates the computerized POS system.
- Accurately handles payment management including cash, credit cards, and traveler's checks.
- Provides excellent customer service to guests, maintaining current knowledge of products and exhibitions.
- Provides information to visitors about visiting the 9/11 Memorial & Museum and the local area.
- Assists with receiving, unpacking, counting, and shelving of all incoming merchandise.
- Restocks inventory and maintains appearance of displays and organization of merchandise and brochure racks.
- Accurately performs physical inventory counts throughout the year.
- Assists with pickups and/or drop offs at UPS and US Post Office.
- Assists with transporting of merchandise between all 9/11 Memorial Museum Stores and Carts.
- Works at all retail outlets as needed.
- Breaks down and bundles boxes and cardboard for recycling pick up.

QUALIFICATIONS/SKILLS REQUIREMENTS

- Must have a Bachelor's degree and a minimum of 2 years' experience in retail store sales or high school diploma/GED and minimum of 3 years' experience in retail store sales.
- Must have excellent customer service skills.
- Visual display skills a plus.
- Must have excellent cash handling skills.
- Must be a highly responsible, reliable, and accurate individual.
- Must take initiative.
- Must work well independently and as a part of a team.

- Must have excellent computer skills.
- Must be familiar with POS systems.
- Must be able to work weekends (both Saturday and Sunday) and a flexible work schedule including mornings and evening shifts.
- Fluency in one language other than English a plus.
- Physically capable of lifting heavy boxes up to 40 lbs. and be capable of standing for long hours.

GENERAL INFORMATION

- This is a part-time position.
- Schedule involves a flexible work week including weekends, evenings, and holidays.

HOW TO APPLY

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume and cover letter to retailjobs@911memorial.org by **02/16/2018**.
- Please visit our web site at www.911Memorial.org.

The National September 11 Memorial & Museum at the World Trade Center Foundation, Inc. is committed to workforce diversity. EEO