

Museum Retail Supervisor Job Description

Position: Museum Retail Supervisor

Supervisor: Retail Manager

Type: Full-time, non-exempt

Hourly Rate: \$18

Start Date: ASAP

Organization Overview

Revolutionary Spaces is a new arts & culture organization on Boston's Freedom Trail, formed in January 2020 by the merger of the Bostonian Society and Old South Association. Through partnerships, theater and arts, exhibits, and other cultural activities, Revolutionary Spaces brings people together to explore the history and continue the work of democracy that was started in part in the two historic sites and museums we care for – Old South Meeting House and the Old State House, located two blocks from each other in the heart of downtown Boston.

Revolutionary Spaces is an equal opportunity employer. We value inclusion, relevance, boldness of thought, and engagement in our work.

Position Summary

Retail Staff at Revolutionary Spaces serve as a first point-of-contact for all visitors who enter the Old State House, Old South Meeting House, Quincy Market, and Faneuil Hall gift shops. Retail Staff complete transactions, answer visitor questions, and assist with cleanliness and visual appeal of the shops. Retail Supervisors have the added responsibility of being a key holder and assisting with training staff. We are searching for applicants with strong customer service skills and a positive attitude who can make all visitors and staff feel welcome.

Responsibilities

- Supervise day-to-day operations of retail stores
- Work with department manager in hiring and training of Retail Staff
- Opening and closing of historic sites and off-site retail shops
- Provide outstanding customer service
- Exhibit communication skills, capable of building trusting relationships
- Drive sales through engagement of customers and sharing product knowledge
- Providing accurate information about products and museums

- Process payments/cash handling
- Alert management of potential security issues
- Assist with inventory, including receiving and stocking merchandise

Qualifications

- 2-3 years' experience working in a retail or museum environment; previous supervisory experience preferred
- Excellent Customer Service
- Basic knowledge of the City of Boston
- Dependability / Punctuality
- Professionalism with a positive attitude
- General math skills
- Ability to perform in fast-paced environments
- Flexible availability/ability to work various shifts
- Weekend & some holiday availability
- Able to be on your feet for an eight-hour shift
- Comfortable walking up and down stairs
- Able to lift 30 pounds

How to Apply:

Please send your resume to HR@revolutionaryspaces.org and include:

- The date you are able to start
- The days and times you are available to work