



## **BMA SHOP SALES ASSOCIATE**

### **Full-Time**

The Baltimore Museum of Art (BMA) seeks an enthusiastic and experienced Sales Associate to play an essential role in the success and operation of the BMA Shop. The ideal candidate will aid in maximizing revenues while acting as an ambassador for the institution using their excellent communication and customer service skills, and product management.

#### **RESPONSIBILITIES**

Responsibilities include:

- Providing exemplary customer service to BMA visitors, volunteers and staff
- Performing sales transactions including customer special orders, returns, exchanges, special requests and phone and internet inquiries
- Promoting memberships and assisting in member special offers and events
- Visual merchandising, including creatively initiating and maintaining displays, restocking, and cleaning
- Some clerical duties, including daily drawer reconciliation and deposits, answering phones, sorting mail
- Acting as a general source of information on the institution
- Assisting in the performance of annual inventory

This full-time, non-exempt position reports to the Director of Retail Operations in the Finance & Administration Division.

#### **QUALIFICATIONS**

- Minimum 1-3 years of cash handling/sales experience and 3-5 years customer service experience
- Bachelor's Degree preferred but not required
- Excellent written and verbal communication skills and strong interpersonal skills
- Working knowledge of Point-of-Sale systems
- Ability to stand for extended periods of time and occasionally lift and move cartons weighing up to 30 pounds
- Ability to work on weekends, evenings and some holidays required

#### **BENEFITS**

The BMA is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

We offer a competitive salary and a generous benefits package. For this non-exempt position we offer medical, dental, vision, prescription, 403b retirement plan with match, long term disability, flexible spending account, flexible and condensed scheduling, museum and restaurant discounts, and reduced fee gym membership. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

**APPLY**

We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that any applicant meets 100% of the qualifications for a given role. Therefore, if much of this posting describes you, then you are highly encouraged to apply for this role.

Please send a cover letter with salary requirements and resume to [HR@artbma.org](mailto:HR@artbma.org) with "Shop Sales Associate" and your first and last name in the subject line.

Incomplete application materials will not be accepted.

No phone calls please.

Position will be posted until filled.