



BMA SHOP SALES ASSOCIATE

Part-Time (28 hours) with Benefits

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.

The Baltimore Museum of Art is a world class, internationally recognized museum, recently ranked by the *Washington Post* as one of the top 20 museums in the United States and has the world's largest public collection of works by Henri Matisse. The BMA embodies a commitment to artistic excellence and social equity in every decision from art presentation, interpretation, and collecting to the composition of the Board of Trustees, staff, and volunteers — creating a museum welcoming to all. As a highly visible representative of the museum to the public, the BMA Shop Sales Associate must be a friendly, collaborative team member with the ability to handle a wide array of relationships and visitor, member, staff and guest needs.

This part-time, non-exempt position reports to the Director of Retail Operations.

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
- The schedule for this position is Thursday – Sunday, including Thursday evenings until 9pm

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 part-time, 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.

This position is a bargaining unit position.

HOURLY RATE - \$20.50 per hour

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.

All employees must be legally authorized to work in the United States. The museum does not sponsor work visas.

Please send a cover letter with salary requirements and resume to 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.