Plimoth Patuxet Museums is looking for Museum Shop Supervisors and Assistant Supervisors to work in our beautiful gift shop(s). This is an opportunity to work at one of the country's most prestigious history museums. This role is ideal for individuals with customer service skills and the ability to engage with the guests from around the world. Our gift shops are often the last point of contact for our guests so we are seeking confident individuals who can interact with our guests in a positive and meaningful way. The ideal candidate should have strong interpersonal skills and an ability to problem solve when necessary. An interest in history is a plus!

General duties include point-of-sale checkout procedures, inventory replenishment, maintaining visual displays, direct sales, cash handling, inventory replenishment, general housekeeping, and other duties as needed. Experience in the retail or service industry is desired. Must have flexibility with assignment to various shops as well as hours and days of schedule including working a shortened day when visitation warrants smaller staff. Must be available to work at least one weekend shift and Monday holidays.

Responsibilities:

- Displays merchandise, rotates displays, restocks, assigns work areas.
- Train store personnel, conduct periodic performance evaluations, provide staff with feedback and assign work.
- Work with buyers as needed to ensure optimal use of sales space and merchandising initiatives.
- Assist with annual physical inventory.
- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum.
- Maximize sales potential by assisting customers with locating the appropriate products and suggesting items that might be of interest.
- Develop familiarity and knowledge of product mix. Use knowledge of products, museum programs and of the Plymouth area to assist our guests.
- Order product from stockroom as needed. Check in orders. Open and close the shop as scheduled.
- Will support the Museum’s mission, vision, core values and customer service.
- Thanksgiving Day is an “All-Hands On” day.

Required Skills/Abilities:

- Excellent verbal communication skills.
- Excellent active listening skills.
- Excellent sales and customer service skills.
- Extensive knowledge of the merchandise sold.
- Ability to anticipate the customers’ needs.
- Ability to recommend merchandise to customers.
- Ability to operate or to quickly learn the stores point-of-sale system.
**Education and Experience:**

- Minimum three years retail management experience
- High school diploma or equivalent preferred.
- Previous retail experience preferred.
- On-the-job training provided.

**Physical Requirements:**

- Prolonged periods of standing and walking throughout the retail space.
- Must be able to lift up to 15 pounds at times.