

Customer Service Representative III, Museum Store Associate

Museum

Starting annual salary: \$28,542.30

Application deadline: July 14, 2022

The Mississippi Department of Archives and History is recruiting a Customer Service Representative III to serve as a museum store associate in the visitor experience section at the Two Mississippi Museums. The museum store associate is an integral part of the visitor experience team and is responsible for assisting with all aspects of the retail experience. This position is the primary team member responsible for selling merchandise, maintaining inventories, enhancing the store's visual displays, and acting as an ambassador to inform and educate customers and visitors. The store associate provides a friendly and welcoming presence in all spaces within the museums.

Duties of this position include:

- Greet and interact with customers/visitors, offer excellent customer service with a genuine and friendly attitude, and assist with purchases.
- Engage with visitors and provide attentive, welcoming dialogue while customers are in the store.
- Effectively communicate product knowledge to customers.
- Answer and direct telephone calls.
- Provide information on Two Mississippi Museum exhibits and activities to enhance the visitor experience.
- Perform opening and closing store duties following store procedures and duties.
- Handle sales of various merchandise via point-of-sale during operating hours and during special events.
- Accurately count and distribute money in a fast pace environment which includes handling cash and making change.
- Review current inventory descriptions for accuracy and suggest inventory to be (re)ordered.
- Order merchandise with preapproval of store manager.
- Perform daily cleaning and restocking tasks to maintain a visually appealing space.
- Receive merchandise.
- Assist the museum store manager by performing clerical tasks and projects to support the store operations.

Preferred experience:

- Customer service experience.
- Basic knowledge of customer service practices and efficient communication skills.
- Responsible, flexible, punctual, and able to work well under pressure.
- Proficient with basic computer skills and ability to learn Point-of-Sale systems quickly.
- Ability to handle multiple tasks simultaneously, solve practical problems, and follow written and oral instructions.

Essential Functions:

Work hours are Tuesday through Saturday, 8 a.m. to 5 p.m., at least one Sunday a month from 10 a.m. to 5 p.m., and a willingness to work some evenings.



JOB ANNOUNCEMENT

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Education and experience must meet the following criteria:

High school diploma or equivalent and three years of related experience.

To apply for this position, submit an online application via the Mississippi State Personnel Board; or for more information, contact the MDAH human resources office at 601-576-6866.

The Mississippi Department of Archives and History is an equal opportunity employer.