



**Museum Store Lead**  
**Hourly rate \$18.40**

Reports to: Senior Guest Experience Manager  
FLSA status: Non-exempt

The Delaware Museum of Nature & Science is proud to announce the opportunity for a qualified Museum Store Lead to join our team. The Museum has completed the exciting metamorphosis from the Delaware Museum of Natural History to the *now-named* Delaware Museum of Nature & Science and reopens to the public on May 23.

The Museum is focused on a service-centric culture toward our guests, including team members and a friendly, cohesive, collegial environment.

**Summary:**

- Under the supervision of the Senior Guest Experience Manager, the Museum Store Lead assists with the operation of the Museum Store and Rest, Relax, Recharge, the Museum's Café.

**Essential Functions:**

- Uphold the highest quality of the guest experience through equitable, respectful interactions that meet the unique needs of each guest and team member
- Be conversant in the Museum's mission, exhibits, programs and the guest experience service philosophy and practices to enhance the guest experience
- Responsible for the Museum Store team members execution of the highest quality of customer service by assisting shoppers and driving Museum store sales
- Responsible for merchandising that appeals to guests, promotes sales, and supports the Museum's mission, vision, exhibits and programming
- Process merchandise shipments and invoices and resolve discrepancies
- Assist Sr. Guest Experience Manager with monitoring and maintaining inventory in POS system
- Assist with training Museum Store team members on point of sale system to ensure that cash handling, transaction and record keeping procedures for the Museum are followed
- Assist with the management of the online store, including merchandise listing and order fulfillment

- Assist with reception responsibilities including informing team members of guests/appointments, directing calls to pertinent team members, and providing callers with Museum-related information (when needed)
- Assist with annual merchandise inventory

**Additional Functions:**

- Assist Guest Experience team members when available and needed by greeting visitors and processing admission and promoting membership sales
- Participate in relevant Museum trainings and meetings

**Minimum Qualifications:**

- High school diploma or the equivalent; college coursework preferred
- Three years of retail, customer service, and point of sale system experience; museum store retail experience preferred
- Excellent communications skills, including ability to relate to different age groups, educational levels and abilities
- Proficient in the use of Microsoft Office products applications, specifically Excel
- Ability to stand and/or walk for 75%-80% of each work shift
- Ability to move objects weighing up to 20 lbs.

**Schedule:**

- This is a full-time position defined by the Museum as 37.5 hours per week, exclusive of a 30-minute unpaid lunch period. Schedule to be determined in collaboration with the Sr. Guest Experience Manager and will vary to accommodate departmental staffing needs, evening and weekend special events and programs.

**Benefits:**

- Competitive benefit package that currently includes 95% of base plan medical insurance premium paid by the Museum (team member only) and 100% Museum paid premium for Life/ADD, Short-term and Long-term disability
- Generous paid time off that includes holidays, vacation and personal days

**Qualified candidates are invited to email a cover letter and their resume to [treed@delmns.org](mailto:treed@delmns.org), fax to the attention of Terri Reed at 302-658-2610, or submit to Delaware Museum of Nature & Science, ATTN: Human Resources, P.O. Box 3937, Wilmington, Delaware 19807. Deadline for submission is Monday June 6, 2022.**

*The Delaware Museum of Nature & Science is an equal opportunity employer. We are committed to inclusivity and encourage all qualified candidates to apply.*