

**Job Title:** Retail Associate

**Location:** The Shop at Heritage Museums & Gardens, Sandwich, MA

**Reports to:** Director of Marketing, Communications, and Sales

**Employment Type:** Seasonal / Part-Time (16 hours weekly)

**Position Summary:**

Heritage Museums & Gardens is seeking a friendly, dependable, and detail-oriented Retail Associate to support daily operations at *The Shop at Heritage*. As a key frontline team member, the Retail Associate is responsible for delivering exceptional customer service, supporting sales transactions, assisting with merchandising, and maintaining a welcoming and well-organized retail environment. This seasonal, part-time, non-exempt position requires availability from April through October and during Gardens Aglow, unless otherwise authorized. Attendance at mandatory trainings is expected unless otherwise approved.

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**Key Responsibilities:**

• **Customer Service**

- Greet visitors warmly and provide personalized assistance to enhance their shopping experience.
- Answer questions about products, store policies, and museum programming.

• **Sales & Point-of-Sale Operations**

- Accurately process sales transactions using the Square point-of-sale system.
- Handle cash, credit card payments, and issue receipts confidently.

• **Merchandising & Inventory Support**

- Restock and organize shelves and displays to ensure the shop remains visually appealing.

• **Store Appearance & Maintenance**

- Maintain cleanliness of the retail space, including sweeping, dusting, and organizing.
- Monitor store presentation standards and report any maintenance needs.

• **Visitor Engagement**

- Share knowledge of Heritage Museums & Gardens programs, events, and policies.
- Help ensure every guest feels welcome and informed.

- **Safety & Security**

- Follow store policies to prevent theft and maintain a safe environment.
- Stay alert and communicate any concerns to management.

- **Additional Duties**

- Assist with retrieving merchandise for customers.
- Support all aspects of daily retail operations as assigned.

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**Requirements:**

- Availability on weekends, holidays, and extended hours as needed.
- Friendly demeanor with strong communication and interpersonal skills.
- Comfort with technology, including POS systems and inventory tools.
- Attention to detail and a commitment to maintaining a tidy and professional store environment.
- Ability to lift and carry moderate loads, including boxes of merchandise.

Perform all other duties as assigned by the Director of Marketing or the President & CEO.