

Job Title: Retail Keyholder

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

Reports to: Director of Marketing, Communications, and Sales

Employment Type: Seasonal / 3 days a week

Position Summary:

Heritage Museums & Gardens is seeking an enthusiastic, organized, and visitor-focused Retail Lead to support daily operations at The Shop at Heritage. This key frontline role ensures a welcoming, engaging, and efficient retail experience for our guests. The Retail Lead supervises part-time staff, supports merchandising and inventory activities, and helps maintain the overall appearance and performance of the shop. This is a hands-on position that combines customer service, operations, and leadership. The Retail Lead also assumes responsibility for opening and closing the building and store, managing cash sales, and securing the cash drawer at the end of each shift.

Responsibilities:

Customer Service & Sales

- Provide exceptional service to all visitors, ensuring a friendly and knowledgeable shopping experience.
- Train and coach seasonal retail associates to deliver high-quality customer engagement.
- Act as a point person for resolving customer concerns or questions.
- Process credit and cash sales accurately using the Square POS system.

Team Supervision

- Lead day-to-day floor operations, opening/closing procedures, and staff task assignments.
- Support scheduling and ensure adequate coverage during peak times.
- Foster a positive, collaborative team culture that reflects Heritage's mission and values.

Merchandising & Inventory

- Assist with product displays, signage, restocking, and seasonal merchandising.
- Coordinate with the Retail Buyer and Store Manager on inventory needs and product placement.
- Conduct periodic inventory counts and assist with receiving new merchandise.

Operations & Administration

- Use the Square POS system to process sales, returns, and daily financial reconciliation.

- Responsible for daily cash drawer counts, reconciliation, and securing all funds at close of business.
 - Open and close the retail store as assigned, following security and safety protocols.
 - Enforce store policies (e.g., membership discounts, returns, and shop credits).
 - Assist in creating staffing schedules.
 - Help maintain a clean, organized, and visually appealing store environment.
 - Communicate regularly with museum leadership on store performance, visitor feedback, and emerging needs.
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Qualifications:

- At least 2 years of retail experience, with 1+ year in a supervisory or leadership role preferred.
 - Strong interpersonal and communication skills.
 - Experience with point-of-sale systems (Square preferred).
 - Comfortable with handling and reconciling cash and opening/closing responsibilities.
 - Interest in museums, horticulture, or cultural attractions a plus.
 - Must be able to work a flexible schedule, including weekends and holidays.
 - Ability to lift up to 25 lbs and stand for extended periods.
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Compensation:

- Hourly wage based on experience.
 - Museum store discount and access to seasonal staff events.
 - A dynamic and beautiful workplace with a strong community of staff and volunteers.
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To Apply:

Please send your resume and a brief cover letter to info@heritagemuseums.org, with “Retail Lead Application” in the subject line.