

NEW YORK TRANSIT MUSEUM

POSTING DATE: April 4, 2019
JOB TITLE: Lead Sales Associate Part-Time
SALARY: \$16.00 -- \$17.00 per hour based on experience
HOURS OF WORK: 15 – 30 hours/week (various shifts including holidays, weekend and nights)
MUST WORK SATURDAYS AND SUNDAYS
LOCATION: Rotate Between Transit Museum (Downtown Brooklyn), 2 Broadway (Manhattan)
and/or Grand Central Terminal (Manhattan)
SUMMARY:

Founded in 1976, the New York Transit Museum is dedicated to telling and preserving the stories of mass transportation – extraordinary engineering feats, workers who labored in the tunnels over 100 years ago, communities that were drastically transformed, and the ever-evolving technology, design, and ridership of a system that runs 24 hours a day, every day of the year. Housed underground in an authentic 1936 subway station in downtown Brooklyn, the Transit Museum’s working platform level spans a full city block, is home to a rotating selection of 20 vintage subway and elevated cars dating back to 1904.

The New York Transit Museum offers a variety of NYC transit-related products that support the mission of the Museum. All sales go to support the programs and exhibitions at the New York Transit Museum. In addition, the Museum stores act as a MTA customer resource by selling MetroCards as well as offering maps, general travel, and MTA transit information to the public. We’re looking for Lead Sales Associates to provide friendly and professional sales assistance and exceptional customer service at the three Museum stores, online, or at one of our pop-up venues. More information about the Museum can be found at nytransitmuseum.org.

RESPONSIBILITIES:

- Conduct normal retail operations such as sales, customer service, cash handling and fiscal reconciliation.
- Serve as the face of the Museum and the MTA by being a resource on product information as well as information about Museum programs and exhibitions.
- Support Visitor Services by assisting in ticket sales and membership sales in the Museum admission booth.
- Be knowledgeable in both the book and gift merchandise and be able to advise customers and promote store products.
- Help with phone orders or online orders, including picking and packing, as needed.
- Assist in Inventory Management: track sales of merchandise and take cycle counts as needed.
- Move inventory from one location to another.
- Check in and price new merchandise.
- Accurately conduct opening and closing procedures.
- Maintain the sales floor by straightening, organizing, cleaning, and restocking merchandise.
- Create and maintain merchandise displays.
- Support museum management by assisting in all Museum activities as necessary, and aid as necessary in special event, promotions and related activities.
- Resolve conflicts.
- Oversee Retail Sales Associates.
- Designated in charge when supervisors are absent or on breaks.
- Approve voids, ring up returns.
- Assist in the preparation of schedules.
- Handle clerical and bookkeeping tasks related to store operations.
- Receive and check on deliveries.
- Perform flash reports (check accuracy of cash and credit cards).
- Approve final closeouts at the end of the day.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Professional appearance and customer-friendly attitude is essential.
- Applicants should be honest, hardworking, outgoing, and amiable.
- Basic understanding of the MTA transportation system preferred.
- Motivated, gracious, reliable, and responsive team player is essential.
- Cultivate a positive working relationship by appreciating and learning from fellow associates.
- Excellent oral and written communications skills.
- Ability to perform basic clerical functions with strong computer skills.
- Flexibility with work schedule (including nights, weekends, and holidays) is required.
- Multi-lingual candidates are encouraged to apply.
- Detail oriented and creative.
- Must be able to climb a ladder and ability to lift and carry a minimum of 30 lbs. Must be able to stand for long periods of time.

EDUCATION AND EXPERIENCE:

- High School Diploma
- 1-3 years of retail experience preferred
- Previous experience in sales, cash handling and customer service preferred.
- Visual Merchandising experience a plus

ABOUT THE NEW YORK TRANSIT MUSEUM:

The New York Transit Museum is the largest museum in the United States devoted to urban public transportation history, and one of the premier institutions of its kind in the world. The Museum explores the development of the greater New York metropolitan region through the presentation of exhibitions, tours, educational programs, and workshops dealing with the cultural, social, and technological history of public transportation. Since its inception over 40 years ago, the Museum, housed in a historic 1936 IND subway station in downtown Brooklyn, has grown in scope and popularity. The Museum also maintains a gallery annex at Grand Central Terminal, an archive and an off-site 14,000 sf collections storage facility. As custodian and interpreter of the region's extensive public transportation networks, the Museum strives to share, through its public programs, this rich and vibrant history with local, regional, and international audiences.

The Lead Sales Associate Part-Time position is employed by the Museum's non-profit affiliate, Friends of the New York Transit Museum.

Application:

Qualified individuals interested in this job opening must apply by e-mail. Resume and cover letter should be sent as .doc or PDF to Angela Agard, Manager Administration: angela.agard@nyct.com. Specify subject as *P/T Lead Sales Associate*. Due to high volume of applicants, only those who qualify for an interview will be contacted.

Submission Deadline: May 4, 2019

Friends of the New York Transit Museum is an equal opportunity employer.