



**Position Title: Sales Associate**

**Reports To: Retail Operations Manager**

**FLSA Status: Non-Exempt**

**Job Status: Part-time**

**Job Location: Onsite**

**The Mission of MIM:** The Musical Instrument Museum (MIM) enriches our world by collecting, preserving, and making accessible an astonishing variety of musical instruments and performance videos from every country in the world. MIM offers guests a welcoming and fun experience, incomparable interactive technology, dynamic programming, and exceptional musical performances. MIM fosters appreciation of the world's diverse cultures by showing how we innovate, adapt, and learn from each other to create music—the language of the soul.

**Core Values:** Our four core values represent the standards by which each team member is expected to contribute towards the excellence of the MIM experience. MIM's culture of high energy, innovation, questioning, and problem solving ensures we will overcome challenges and establish new paradigms for museums everywhere.

1. **Guest-Friendly:** MIM provides a welcoming, engaging, and accessible experience for each guest.
2. **High-Performing:** MIM team consistently exceeds expectations.
3. **Ever-Changing:** MIM is in constant evolution as it strives to improve continually.
4. **Sustainable:** MIM is committed to ensuring the sustainability of the organization for generations to come.

**Museum Store Mission Statement:** The Museum Store enhances the guest experience by offering excellent customer service and by promoting the Museum's collection by offering merchandise that educates, inspires, and entertains. Profits support MIM and its programs.

**Position Summary:** MIM is looking for an energetic individual to provide exceptional customer service to MIM guests while generating revenue for the Museum. Must be able to work 20+ hours per week. Must have open and flexible availability including weekends, holidays, and some evenings.

**Responsibilities/Essential Duties:**

- Provide excellent customer service to all MIM guests.

- Process sales transactions accurately using CounterPoint.
- Perform store opening and closing functions.
- Assist with restocking and cleaning in the store and retail storage areas.
- Assist with annual inventory.
- **General Expectations:** Maintain regular attendance and punctuality. Follow all policies and procedures, including department dress code. Support inclusive and respectful working relationships that promote a sense of belonging for all team members, volunteer team members, and guests. Perform other duties of a similar nature and level as assigned.

**Qualifications:** High school and prior retail experience in a museum, book, or music store is desirable or equivalent combination of education and experience sufficient to successfully perform the essential duties such as those listed in the job description.

- Knowledge of music and musical instruments preferred.
- Ability to communicate effectively with museum guests, team members, and volunteer team members.
- Proven ability to demonstrate exceptional guest-focused engagement on the sales floor.
- Ability to balance a cash register.
- Ability to solve practical problems and interpret written and verbal instructions.

**Other:**

- Pay rate of \$17.00 per hour.
- Work schedule varies and regularly includes evenings, weekends, and holidays.

**Physical Demands:**

The physical demands described here are representative of those that must be met by a team member to perform the essential functions of this position. Reasonable accommodation may be made to enable qualified individuals with a disability to perform the essential functions of this position.

- The position frequently requires the incumbent to lift 40 pounds and use force to carry, push, pull, and otherwise move objects in the store, storage, and stock room and climb ladders.
- The position frequently requires the incumbent to bend, stoop, walk, and stand while working the sales floor and performing tasks in the stock room such as inventory.

**Work Environment:**

The work environment characteristics described here are representative of those that the team member encounters while performing the essential functions of this position. Reasonable accommodation may be made to enable qualified individuals with a disability to perform the essential functions of this position.

- The work environment is generally indoors in the store, storage, stock room, museum, and general office environment.

To apply, please submit your resume via email to [HR@MIM.org](mailto:HR@MIM.org) and include the job title for which you are applying in the subject line.