

Retail Staff Job Description

Position: Retail Staff

Supervisor: Retail Manager

Type: Part-time, non-exempt

Hourly Rate: \$16.50

Start Date: ASAP

Organization Overview

Revolutionary Spaces is a new arts & culture organization on Boston's Freedom Trail, formed in January 2020 by the merger of the Bostonian Society and Old South Association. Through partnerships, theater and arts, exhibits, and other cultural activities, Revolutionary Spaces brings people together to explore the history and continue the work of democracy that was started in part in the two historic sites and museums we care for – Old South Meeting House and the Old State House, located two blocks from each other in the heart of downtown Boston.

Revolutionary Spaces is an equal opportunity employer. We value inclusion, relevance, boldness of thought, and engagement in our work.

Position Summary

Retail Staff at Revolutionary Spaces serve as a first point-of-contact for all visitors who enter the Old State House, Old South Meeting House, Quincy Market, and Faneuil Hall gift shops. Retail Staff complete transactions, answer visitor questions, and assist with cleanliness and visual appeal of the shops. We are searching for applicants with strong customer service skills and a positive attitude who can make all visitors feel welcome.

Responsibilities

- Greet and direct customers
- Provide outstanding customer service
- Exhibit communication skills, capable of building trusting relationships
- Drive sales through engagement of customers and sharing product knowledge
- Providing accurate information about products and museums
- Inform customers about discounts and special offers
- Process payments/cash handling
- Provide customer feedback to the Retail Manager

- Alert management of potential security issues
- Assist with inventory, including receiving and stocking merchandise
- Assist with opening and closing

Qualifications

- Excellent Customer Service
- Basic knowledge of the City of Boston
- Dependability / Punctuality
- Professionalism with a positive attitude
- General math skills
- Ability to perform in fast-paced environments
- Flexible availability/ability to work various shifts
- Weekend & some holiday availability
- Previous retail/cash-handling experience preferred, but not required
- Able to be on your feet for an eight-hour shift
- Comfortable walking up and down stairs
- Able to lift 30 pounds

How to Apply:

Please send your resume to HR@revolutionaryspaces.org and include:

- The date you are able to start
- The days and times you are available to work
- The number of hours per week you would like to work (Please keep in mind this is a part-time position)