

Retail Assistant, Inventory and E-Commerce

The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.

The Museum is seeking a Retail Assistant, Inventory and E-Commerce responsible for supporting the day-to-day operations of the retail department and admissions department including, but not limited to, monitoring inventory and stock, administration and processing of online orders and invoices, supporting in-store sales, and assisting the Visitor Services and Retail team as needed. This position will oversee receiving and shipping operations, including processing wholesale orders, payment reconciliation and check requests.

The Retail Assistant, Inventory and E-Commerce will report directly to the Shop Buyer. This position is part-time with a maximum commitment of 28 hours a week and is scheduled to work holidays and weekends as needed.

Roles and Responsibilities:

- Oversee the Museum's e-commerce sales including online, and in-store point of sale,
- Process and monitor fulfillment of online orders
- Monitor inventory levels and execute purchase orders to support Shop Buyer merchandise plan
- Create and monitor invoices, payments and check requests for vendors, wholesale, and bulk orders
- Create sales report and assist Shop Buyer to identify trends based on store sales history, and replenishment needs
- Assist Shop Buyer with monthly department spending/income reconciliations
- Upload official product photos and descriptions for new merchandise, photograph products as needed
- Assist Shop Buyer to develop Museum's website, e-mail, social media marketing as needed
- Implement and oversee inventory controls necessary to coordinate and perform bi-annual inventory process
- Assist in physical inventories and cycle counts, monitor merchandise and supply levels on the floor and in stockroom
- Receive, catalog and sort inventory of newly delivered and existing stock, maintain organized receiving and stockroom areas
- Maintain merchandise displays, and stock levels on the floor to support in-store sales
- Assist marketing and retail team to set up and interpret sales, promotions and markdowns
- Troubleshoot and resolve Shopify issues, partner with IT when needed
- Troubleshoot customer service issues in person or via phone in a timely manner
- Process interdepartmental requests and coordinate product pick-up for other departments
- Track status of in store customer pick-up orders
- Assist front-of-house admissions and retail shop as needed
- Perform other tasks as assigned from time to time by the Shop Buyer

A successful candidate will have:

- Bachelor's degree or 2+ years of experience in retail is required.
- Experience with order fulfillment and customer service.
- Must be highly organized, with the ability to multi-task and problem solve as needed.
- Experience in sales, inventory and/or e-commerce sales environment.

- Experience with retail/e-commerce software, Shopify a plus.
- Experience with product photography, photoshop a plus.

BENEFITS

Part-time employees are eligible for sick leave and vacation leave.

HOW TO APPLY

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to jobs@mcny.org. To be considered, please include **Retail Assistant, Inventory and E-Commerce** within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the museum has facilities. The Museum is an AAP employer.