

### **Seasonal 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 E-Commerce Assistant, responsible for supporting our online store operations through the holidays as part of the larger retail department. The museum is expanding our e-commerce product selection and refining our customer service experience online, so it's an exciting time to join our team. This position focuses on merchandise fulfillment for ecommerce including picking, packing and shipping of online orders, including in-store pick up. The Retail E-Commerce Assistant responds to customer service needs as they relate to orders by phone and email, ensuring a positive customer experience. They will work closely with our retail and admissions team. We currently use Shopify POS to process online and in store shop sales. This role will participate in weekly team meetings to streamline our online store processes and optimize work flow. The Retail E-Commerce Assistant will be involved in formatting our website, adding images and products as needed, and keeping our content current with important messages and information for our customers.

The Retail Assistant will report directly to the Associate Director of Retail. This position is part-time, scheduled for 12-15 hours a week, but please note they may need to work some holidays and weekends.

More hours are available for those candidates interested in working within our shops during public hours as part of our Visitor Services team. Starting in the fall, and through the holidays, the hours for this role will increase to up to 28 hours a week, depending on online sales.

#### **Roles and Responsibilities:**

- Fulfillment of online orders including picking, packing and shipping e-commerce sales.
- Packing and preparing in-store pick up orders made online
- Process and monitor fulfillment of online orders
- Maintain inventory of shipping supplies and materials, submit receipts and check requests as needed
- Assist in physical inventories and cycle counts, monitor merchandise and supply levels on the floor and in stockroom
- Troubleshoot and resolve Shopify issues, partner with IT when needed
- Troubleshoot customer service issues in person or via phone in a timely manner
- Check email and voicemail daily
- 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

#### **A successful candidate will have:**

- Experience in customer service.
- Must be highly organized, with the ability to multi-task and problem solve as needed.
- Experience in retail sales, inventory and/or e-commerce sales environment.
- Strong communicator who enjoys working with customers to create a positive online store experience.
- Team player who can collaborate with colleagues to accomplish goals within the Retail and Visitor Services departments.
- 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](mailto: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, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, 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. All employment-related decisions are based solely on relevant criteria including training, experience, and suitability.*