



New Orleans African American Museum

1417-1418 Governor Nicholls

New Orleans, LA 70116

504.218.8254

jobs@noaam.org

www.noaam.org

The New Orleans African American Museum of Art, Culture and History (NOAAM) is dedicated to the preservation, presentation and interpretation of the African and African American culture and heritage of New Orleans and the African Diaspora.

Position Gift Shop Assistant

This position requires a pleasant, hard-working, customer-oriented shop assistant to ensure the smooth running of in-store retail operations. The Gift Shop Assistant is responsible for welcoming customers to our shop, monitoring customer serving customers and processing sales transactions, merchandise and retail product control; receiving incoming shipments, assisting with inventory preparation, pricing, stocking and storeroom coordination plus providing customer service and sales at NOAAM Gift Shop.

The Gift Shop Assistant is somewhat also being part of the “Front of the House” as well for being one of the service providers that also anticipates guest’s needs and engages to customers inquiries and satisfaction.

Reports to: Operations Manager

Work Schedule: Wednesday - Sunday 9am to 5pm (FT up to 40 hours/ week)

Thursday - Sunday 10:30am to 4:30pm (PT up to 25 hours/ week)

Contract___ Hourly/Salary_X_(\$15/hr) Retainer__

Areas of Focus include providing excellent customer service, maintaining the gift shop, reading room and exhibitions and projects happening on campus. Provide admin assistance on inventory, maintenance of the campus, general front of house duties on Wednesdays and book and schedule tours as well as work as an integral part of the Operations Team.

Primary Roles & Responsibilities:

- Opening and closing duties
 - Follow ‘Opening & Closing’ checklist
 - First point of contact for visitors



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- Receives and tracks all mail and packages
- Does a morning and closing walkthrough with checklist for tracking

- Greetings Guests
 - Standard NOAAM Welcome
 - Attend Weekly staff meetings
 - Manage Wild Apricot membership platform with Fund development Coordinator
 - Informing staff of guest arrival for meetings
 - Identify all board members by face and name
 - Answer phones and takes and distributes messages
 - Check mailbox daily, give to Operations Manager
 - Answer info@noaam.org emails daily
 - Operate register; checkout guests (admission & gift shop purchases)
 - Maintain the stock & appearance of Gift shop merchandise Donations
 - Answer any questions guests may have
- Create and update FAQs; should be updated quarterly
- Cash count - daily- report in square- admissions cash and donations cash
Inventory support- monthly- pick a date and add it to calendar
- Light Housekeeping + Event support with Operations team
- Manage Reading Room - including book inventory and other articles etc located in the room
- Admin Support for Guest Services/Events Coordinator & Operations Coordinator