

Retail and Visitor Services Associate

Salary and Benefits

This is a full-time, exempt position, working onsite at the Stickley Museum at Craftsman Farms. Remote work is not possible for this position. The annual salary ranges between \$40,000 to \$45,000 annually commensurate with experience.

Full time employees are eligible for benefits including medical insurance, dental insurance, and vision insurance.

About the Role

The Retail and Visitor Services Associate oversees operation of the Stickley Museum at Craftsman Farms' museum store to create a welcoming, accessible, and mission-driven experience for every visitor. They work closely with colleagues and volunteers throughout the museum to ensure a seamless and high-quality experience across all guest touchpoints.

This position is well-suited for someone with retail and / or cultural institution experience who thrives on public engagement, a love of art and design, and operational excellence. This position reports to the Executive Director.

Core Competencies

- Commitment to delivering inclusive, mission-driven visitor experiences through cultural retail, connecting merchandise to storytelling and place.
- Strong interpersonal skills with the ability to lead by example, work with volunteers, and respond to visitor needs with clarity and professionalism.
- Familiarity with point-of-sale systems, retail operations software, and visitor service tools such as ticketing or scheduling platforms.
- Ability to manage both public-facing and back-of-house retail functions, including inventory management, merchandising, product curation.
- Strong organizational skills, attention to detail, and ability to balance sales goals, product presentation, and multiple operational priorities in a dynamic retail environment.

Responsibilities

- Serve the museum's mission by operating a store that is well-presented and smoothly operated.
- Open and close the Historic Museum space as required for tours.
- Assist in resolving guest inquiries, issues, or concerns in a manner that reflects the Stickley Museum at Craftsman Farms values.
- Track and replenish retail supplies, merchandise, and packaging materials to maintain store readiness.

- Supervise and manage inventory control processes and procedures, regular monitoring of item counts, and ensuring adequate internal controls to minimize risk of loss.
- Oversee daily cash handling processes, including POS transactions and cash management.
- Support merchandise planning, product selection, and display in coordination with senior museum staff.
- Collect / report sales data and visitor feedback to support continuous improvement.
- Manage rental inquiries and arrange for on-site needs (buildings and bathrooms being opened and visitor ready, etc.).
- Keep office staff apprised of museum happenings in real time.
- Perform other duties as assigned.

Preferred Experience & Education

- Three (3) years of experience in retail, visitor services, or hospitality.
- Knowledge of Studio Art and / or Art History.
- Experience in retail operations within a cultural, educational, or nonprofit setting.
- Familiarity with merchandising, product curation, and visual display.
- Proficiency in budgeting and reporting.
- Familiarity with POS systems and cash-handling procedures.

Physical and Environmental Requirements

- Ability to stand and walk for extended periods; must be able to move throughout the facility and visitor areas.
- Ability to lift up to 30 pounds and assist with all guest service tasks.
- Ability to work weekends, holidays, and evenings as scheduled. Including—but not limited to—fundraising events, holiday tours, programs, and extended hours.

EEO Statement

The Stickley Museum at Craftsman Farms (SMCF) is committed to creating a diverse, equitable, and inclusive environment. SMCF does not discriminate based on race, sex, color, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity, or any other reason prohibited by law as a provision of employment opportunities and benefits.

Reasonable Accommodation

The Stickley Museum at Craftsman Farms is committed to creating a welcoming, inclusive, and accessible environment. If you require a reasonable accommodation to complete your application, participate in an interview, or otherwise navigate our hiring process, please let us know.