



Friends of the North Carolina Museum of Natural Sciences

J O B D E S C R I P T I O N

Job Title: Retail Associate
Reports to: Guest Experience Operations Manager
Employment Status/Job Classification: Full Time / Non-exempt
Department: Retail
Salary: \$15.00/hour

About Friends of the NC Museum of Natural Sciences:

Friends of the NC Museum of Natural Sciences ("Friends") is a nonprofit organization whose purpose is to support the NC Museum of Natural Sciences ("Museum"), the most visited Museum in the state. All Friends activities serve the broader goal of helping the Museum illuminate the natural world and inspire its conservation.

As admission to the Museum and its satellite locations is free, Friends relies upon a combination of earned revenue (from the Museum Store, Café, WRAL 3D Movie Theater, special events, exhibitions, and programs), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring our Museum to life.

Friends is committed to fostering a welcoming, growth-minded, and mission-driven environment where all employees demonstrate an active dedication to meeting Friends' employee competencies of effective communication, culture of service, people development, decision making, building relationships and emotional intelligence, and functional skills and knowledge.

Position Summary: The Full-Time Retail Sales Associate will play a vital role in delivering memorable experiences while supporting daily operations in our Museum stores. This position offers a chance to be part of a dynamic team that values collaboration, service excellence and learning. The ideal candidate will have experience in customer service, strong organizational skills, and a passion for science and education.

Supervisory Responsibilities: None

Duties/Responsibilities:

- Deliver exceptional service, and create a warm and welcoming environment, to museum visitors of all ages and backgrounds
- Communicate professionally with all guests to encourage exploration and purchases
- Operate POS systems, handle transactions accurately, and follow cash handling procedures
- Open and close stores as needed, and complete daily procedural paperwork
- Restock, organize, and merchandise product displays to reflect Museum standards, themes and events
- Manage store guest capacity and orient groups while maintaining a calm presence in an energetic, fast-paced environment
- Assist with inventory processes, stockroom organization, and general store upkeep
- Partner with other Museum Retail Associates to spark team collaboration
- Collaborate with the Box Office, Special Exhibits, and Guest services staff to provide a positive guest experience
- Works effectively as part of the Museum Store and the Friends team
- Performs all tasks with a clear understanding that Friends exists solely to support the Museum of Natural Sciences and that the membership of Friends is the lifeblood our organization

Physical Requirements:

- Ability to sit, stand, and walk for extended periods
- Ability to lift and carry up to 35 pounds regularly
- Dexterity to operate a computer and other office equipment
- Ability to reach and bend to access stock, supplies, and register components

Required Skills/Abilities:

- High School Diploma or equivalent required
- Confidence using POS systems and handling transactions
- Strong organizational and multitasking skills
- Clear and professional communication—both written and verbal
- Enthusiastic, adaptable, and eager to learn
- Team player who thrives in energetic, high-traffic spaces with diverse visitors
- Commitment to creating inclusive and memorable guest experiences

Education and Experience:

- Prior experience in retail or guest service environments

Benefits:

- Medical, Dental, and Vision Insurance
- Life and AD&D Insurance
- Short and Long-Term Disability
- Paid time off for 12 sick days, 13 annual leave days
- Paid time off for 12 holidays
- Eligible to participate in the Friends of the NCMNS 401k program with employer matching after a waiting period
- Employee Assistance Program
- Friends of the NCMNS Membership & Discounts

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Friends of the NC Museum of Natural Sciences is an Equal opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age or any other characteristic protected by law.