



Friends of the North Carolina Museum of Natural Sciences

JOB DESCRIPTION

Job Title: Part-time Retail Associate
Reports to: Guest Experience Operations Manager
Employment Status/Job Classification: Part Time / Overtime Eligible
Department: Retail

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 Part-Time Retail Sales Associate will play a vital role in supporting the North Carolina Museum of Natural Sciences’ retail stores on a part-time basis; by connecting their onsite experiences to lasting memories they can take home with them across all store locations. 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. This is a forward-facing, in-person position that will require active, ongoing engagement with guests, colleagues and other visitors to the Museum.

Supervisory Responsibilities: None

Duties/Responsibilities:

naturalsciences.org

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- 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
- 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 cleanliness and maintenance.
- 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 stand for extended periods throughout the workday while performing assigned duties.
- 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.
- Visual and auditory ability to respond to visitor inquiries and ensure a safe environment.
- Ability to tolerate loud, fast-paced, and crowded environments for extended periods, while maintaining focus and clear communication.

Required Skills/Abilities:

- 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.
- Demonstrated accuracy and responsibility in handling cash, processing payments, and reconciling transactions in a fast-paced environment.
- Ability to maintain a friendly, professional demeanor during prolonged periods of guest interaction.
- Ability to learn and effectively use POS systems and handling transactions
- **Reasonable holiday, evening and weekend availability required**

Education and Experience:

- Prior experience in retail or guest service environments
- High school diploma or equivalent

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.

Benefits

- Friends of the NCMNS Membership & Discounts
- Eligibility to participate in the Friends of the NCMNS 401k program with employer matching after the waiting period.
- Flexible part-time schedule based on the Museum and Friends' operational needs

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.