



Friends of the North Carolina Museum of Natural Sciences

Position Title:	Retail Sales Associate
Reports To:	Director of Retail Operations
Location:	Raleigh, NC / Wake County
Job Classification:	Full Time / Non-exempt
Hiring Range:	\$15/hour
Work Schedule:	Up to 40 hours per week Schedule could vary to week-to-week and could include weekends, holidays, and occasional evening hours.

About Friends of the NC Museum of Natural Sciences:

The Friends of the NC Museum of Natural Sciences (Friends) is a nonprofit organization whose mission 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, the Museum relies on Friends to generate earned revenue (from the Museum Stores, Café, WRAL 3D Movie Theater, special events, and exhibitions), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring the Museum to life.

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.

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

Key Relationships:

- 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

What We're Looking For:

- High School Diploma or equivalent required
- Prior experience in retail or guest service environments
- 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

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

Benefits

- Medical, Dental, and Vision Insurance
- Short and Long-Term Disability, and Life and AD&D Insurance
- Paid time off for 12 sick days, 10 annual leave days, 3 personal leave days, and 12 holidays
- 401(k) eligibility starting day one, with employer match after one year
- Employee Assistance Program
- Museum Store and Café discounts, as well as annual membership to the Museum

How to Apply: Interested candidates should submit a resume and cover letter to friends.hr@naturalsciences.org with the subject line “Full Time Retail Sales Associate” Applications will be reviewed on a rolling basis until the position is filled.

Friends of the NC Museum of Natural Sciences is an equal opportunity employer. We value a diverse workforce and encourage applications from all qualified candidates 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.