



Mattress Factory

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The Mattress Factory is an Equal Opportunity Employer. The Museum is committed to workplace diversity and to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

## **MUSEUM SHOP ASSISTANT**

FLSA status: Part-time, Non-exempt

Hours: Must be available Wednesday (10:30 AM - 5 PM) Thursday and Friday (10:30 AM - 6 PM)

Reports to: Visitor Services Manager

### **We Are**

The Mattress Factory, a contemporary art museum on the Northside of Pittsburgh founded in 1977. We feature site-specific installations created by artists in residence from around the world.

### **To Be Successful in This Position, YOU MUST**

Have excellent customer service and communication skills and strive to give our visitors the best experience possible. You must be punctual, dependable, friendly and energetic.

### **Your Role**

You are responsible to perform all shop retail duties while ensuring our shop visitors are welcomed with friendly service that they will remember. You are expected to maintain high standards of service, conduct and professionalism.

### **You Will Also**

- Open and close the MF Shop.
- Promote sale of products through excellent customer service and knowledge of inventory.
- Maintain merchandise displays including restocking, resetting displays and cleaning as needed.
- Use Altru POS system to ring sales and process incoming inventory.
- Assist with online store operations including adding merchandise and updating inventory.
- Promote the purchase of Mattress Factory memberships.
- Act as a resource for general Museum questions, including our exhibitions and general visitor operations.
- Assist with answering telephone calls, forwarding calls or information to other staff and replying to messages and emails.
- Other duties as assigned.

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**Bonus Points**

- Excellent customer service skills
- Retail experience
- Excellent verbal and written communication skills
- Experience with POS system
- Strong mathematical skills
- Ability to multi-task
- Experience working in a museum setting is a plus
- Ability to lift a minimum of 30 pounds and stand for extended periods of time

**To Apply**

Interested applicants should submit a cover letter and resume to [jobs@mattress.org](mailto:jobs@mattress.org). Please put "Museum Shop Assistant" in the subject line. Applicants selected for an interview may be asked to provide references.

No calls, please.