



**JOB ANNOUNCEMENT
FOR GIFT SHOP/ECOMMERCE ASSOCIATE AT THE
PORTLAND ART MUSEUM AND NORTHWEST FILM CENTER,
PORTLAND, OREGON**

Overview

The Ecommerce & Gift Shop Sales Associate is a role that serves both shop customers in person and online. This role assists shop customers with merchandise information and purchases and ensures that the Museum's online store is visually appealing, easy to navigate and furnished with accurate, up-to-date content.

COVID-19 Information

The current COVID-19 crisis has resulted in severe and unprecedented disruptions to revenue generation at the Museum. Currently, the Museum has reopened to visitors and the Institution is running on reduced staffing levels. The task ahead is not easy, but a challenge our staff are taking on with a deep commitment to the mission. The successful incumbent in this role will be willing to enter the situation with energy, flexibility, and a vision to overcome obstacles. This position requires a desire for understanding and adhering to COVID-19 safety protocols set forth by the Museum at all times. The Museum follows guidelines from OHA, OR-OSHA and the CDC.

Equity, Inclusion and Accommodation

The Museum and Film Center strives to be an inclusive institution that facilitates respectful dialogue, debate, and the free exchange of ideas. With a deep commitment to artists – past and present – and freedom of expression, the Museum and Film Center's collections, programs and staff aspire to reveal the beauty and complexities of the world, and create a deeper understanding of our shared humanity. We are a Museum for all, inviting everyone to connect with art through their own experiences, voices, and personal journeys. We are committed to advancing equity and inclusion by creating a diverse and inclusive workplace. We will continue learning as we work to evolve as an Institution, recognizing that this journey has no end and our commitment

must remain. We have an active equity team currently engaged in a journey to examine our internal culture and the work we do through an equity lens. We look forward to having all colleagues join and contribute to this important work. Learn more at <https://portlandartmuseum.org/portland-art-museum-announces-equity-statement/>.

The Museum and Film Center are equal opportunity employers, committed to a policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religion, marital status, sexual orientation, gender identity, political belief, disability or any other legally protected status. We are committed to the full inclusion of all qualified individuals. As part of this commitment, will ensure that persons with disabilities are provided reasonable accommodations to participate in the application, interview, and hiring process. Alternative formats of this application are available upon request. If reasonable accommodation or an alternative form of this application are needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Human Resources at hr@pam.org or 503.276.4358.

The Portland Art Museum is an Equal Opportunity Employer. Black, Indigenous, and People of Color (BIPOC), immigrants, women, LGBTQ+, and individuals with disabilities, please apply!

ESSENTIAL DUTIES & RESPONSIBILITIES:

(Essential job functions are those duties that the position is required to perform. The position may have been created specifically to perform the function or there may be a limited number of other employees who are available to perform the function. List any duties or responsibilities that are highly specialized.)

Online shop duties:

- Secures photographs for online store website. Light photo editing.
- Arrange for photography with Marketing in the event we need a “beauty shot” or there is not appropriate photography available to us.
- Locates information on products and writes descriptions for online using inclusive language, consistency of tone and vigilance in regards to cultural appropriation.
- Oversees and posts content to online store. Ensures it is visually appealing, easy to navigate, accessible, accurate and up-to-date.
- Coordinates with the inventory manager to ensure accurate inventory to prevent overselling.
- Weigh and measure items for online description as well as backend freight calculations. .

- Respond to incoming emails and requests for help onsite.
- Drive traffic to the site via in store signage, weekly Enews feature, Members Item of the Month and social media through the Marketing department.
- Market to past customers when new shipments of products they are interested in go up onsite.
- Monitoring website for technical problems and promptly refer them to the appropriate party for resolution.
- Helps pull online orders.
- Learn from our data and implement new ideas for continuous improvement.

Onsite shop duties:

- Welcomes and assists shop customers with merchandise information and purchases.
- Promotes an exceptional customer experience that incorporates the Museum's ongoing visitor engagement and equity and inclusion work. Centers welcoming all regardless of race, gender or physical barriers.
- Suggests and sells Museum memberships.
- Creates and maintains shop displays.
- Helps ticket merchandise.
- Rotate stock and fill in from back stock.
- Notify management of high demand items for replenishment.
- Have knowledge on museum current exhibits and how they relate to merchandise.
- Operates the electronic cash register and reconciles the cash drawer.

SECONDARY OR ADDITIONAL RESPONSIBILITIES:

(Those duties and responsibilities that are not essential to the primary focus of the job. Secondary functions are duties and responsibilities that may occasionally be performed by others. Each secondary function typically consumes less than 10% of time overall)

- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES:

(Please note any direct reports, distinguish between direct supervisory responsibility or leading the work of others)

- None

INSTITUTIONAL RESPONSIBILITIES:

- Support the Museum's mission, vision and core values of creativity, connection, equity, learning, accessibility and accountability.
- Contribute to and support the PAM strategic plan, annual priorities, and institutional initiatives such as diversity, equity, inclusion and access.
- Contribute to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation, and openness to many perspectives.
- Participate in a culture of ongoing learning, collaboration, innovation, creativity, and community engagement.
- Use the equity lens in decision making. Promote equity and inclusion goals and have a "people first" mindset.

REQUIRED KNOWLEDGE & SKILLS:

- Interact with customers in a proactive and welcoming manner, provide excellent customer service to all Museum constituents to promote sales.
- Excellent interpersonal and verbal communication skills.
- Accuracy, attention to detail and perform duties effectively under time constraints.
- Skilled in multitasking and organization.
- Strong grammar and writing skills.
- Previous experience working with online sales platforms.
- Working knowledge of equity, inclusion and access to uphold inclusive sales and online content.
- Adhere to the Museum Gift Shop dress code of business casual attire.
- Availability for evening, weekend, and holiday shifts and ability to be flexible with schedule.
- Visual display experience is a plus.

EDUCATION, FORMAL & INFORMAL EXPERIENCE, TRAINING REQUIRED, CERTIFICATIONS, ETC.:

- High School diploma or equivalent.
- 1-2 years retail sales experience or customer services. Boutique or specialty store experience is a plus.
- 1 year online sales experience is highly preferred.
- Interest in art history is a plus, but ask for retail experience in conjunction.

COVID-19 SAFETY REQUIREMENTS:

Please note, these are the current pandemic guidelines, but changes will occur as the guidance evolves from the CDC and OHA.

- Individual cleaning on surfaces in personal workspace to prevent spread of COVID-19.
- Wear either a face mask, or face covering at all times.
- Frequent hand washing and hand sanitizing.

JOB CONDITIONS:

- Schedule/Hours - to be shared by Supervisor
- Overtime:None
- Evening hours
- Computer work (point of sale)
- Works directly with public
- Work with chemicals (COVID-19 cleaning of work area)
- Must be available to work weekends, holidays and special events

PHYSICAL ACTIVITIES:

- Walking
- Standing
- Use of fingers
- Talking
- Reaching
- Repetitive Motion of hands/wrists
- Bending
- Grasping
- Hearing
- Handling
- Feeling
- Lifting up to 15 lbs

COMPENSATION, BENEFITS & PERKS

- This role is non-exempt, part-time, estimated at 24-25 hours per week.
- The role is in pay grade C (\$14.78 min - \$17.00 mid - \$19.22 max) per hour, depending on experience.

- Paid Time Off (6 paid holidays, 2 floating holidays to allow employees to meet their own religious observances and uphold value of equity and inclusion, vacation time, sick time, jury duty, and bereavement leave).
- Employee assistance program: free, confidential counseling for employees and family.
- Discounted TriMet or C-Tran passes.
- Bike to work benefit.
- Complimentary admission to the Museum for employee and guest(s) accompanied by you.
- Access to Museum lectures and programs.
- Discounts at Museum Shop.
- R.E.A.P (Reciprocal Employee Attraction Pass) card for full and part-time employees, providing free general admission to local destinations.
- Affinity groups -- BIPOC & White Learning Space
 - Buddy system for BIPOC new hires
 - Annual BIPOC TLC retreat

APPLICATION PROCESS

To apply online visit: www.portlandartmuseum.org/careers follow the link to create a profile. All interested applicants must apply through the above careers link. Resumes received without completed employment application will not be considered. For questions or accommodation please contact hr@pam.org.

Please attach a cover letter and in addition, we ask that applicants answer the questions within the application. The Museum engages an equity hiring committee to review applications.

Please do not delay in applying. **Closing date is Friday, July 23, 2021.**

About the Portland Art Museum

Founded in 1892, the Portland Art Museum is one of the oldest art museums in the United States and the oldest in the Pacific Northwest. The Museum's collection of 42,000 objects reflects the history of art from ancient times to today. The collection is distinguished for its holdings of arts of the native peoples of North America; modern and contemporary art; Asian and American art; photographs, prints, and drawings; and English silver.

With more than 112,000 square feet of gallery space, the Museum ranks in the top 25 museums in the country with the most gallery and exhibition space. An active collecting institution, the Museum dedicates 90 percent of its gallery space to its [permanent collection](#). In addition to its permanent collection, the Museum is recognized for its [special exhibitions](#) and intimate exhibition series, including the APEX program, a contemporary art series, and presentations in the Gilkey Center galleries. Annual [membership](#) consists of 16,000 member households, representing more than 92,000 individuals. More than 350,000 visitors are welcomed annually, including more than 50,000 schoolchildren.

The Museum's annual operating budget is approximately \$13.5 million. The galleries hours have been modified due to COVID-19 and typically open four days a week (Thursday through Sunday).

About the Northwest Film Center

The Museum's sister organization, established in 1971, the Northwest Film Center is a Portland, Oregon-based year-round organization and space where artists and audiences explore our region and the world through cinema and cinematic storytelling in all its forms.

Our mission is to expand the reach of cinema as an art form and challenge for whom, by whom, and how stories can be told. Through our screenings, events, guest speaker programs, classes, and workshops, audiences and artists form vital connections that bind our community and encourage a more vibrant, accessible, and diverse media-arts ecosystem.

The Northwest Film Center acts as an advocate for pioneering filmmakers and artists, giving a platform to voices that might not otherwise be heard and serves as a catalyst for cultural appreciation, conversation, collaboration, and community-building around new ways of seeing locally and globally. For more information, visit www.nwfilm.org.