Title: Guest Services Assistant Supervisor, eCommerce

Reports to: Guest Services Manager

Position Summary: The Guest Services Assistant Supervisor, eCommerce position is responsible for backing up the Guest Services Manager’s functions during absences and providing additional retail support and supervision for the day-to-day operations of the Museum and Memorial’s in-house store and ticketing operations. Additionally, the position has an emphasis on the management/execution of the organization’s eCommerce platform.

Assist Museum and Memorial visitors in a friendly and knowledgeable manner, answer inquiries for information and provide superior guest service.

The incumbent is expected to embrace the National WWI Museum and Memorial’s stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

This is a full-time, hourly, non-exempt position.

Responsibilities:

- Backup supervisory responsibilities for the Museum and Memorial Guest Services retail staff.
- Assign store employee tasks, provide follow-up to ensure tasks have been completed correctly.
- Assist Guest Services Manager in developing department procedures, polices, and standards.
- Responsible for daily opening/closing duties on scheduled workdays.
- Responsible for inventory of office/store supplies, inform Guest Services Manager when supplies are low and provide suggestions of items to be ordered.
- Responsible for the store, back stock areas, ticketing and lower level storage areas organization.
- Maintain updated employee information in the POS software.
- In conjunction with Guest Services Manager, manage eCommerce website, strategy and execution.
- Analyze and track data to provide insights to grow eCommerce platform, including traffic, demographics, purchasing behavior, sales trends and more.
- Work with Marketing and Communications team to promote eCommerce website and drive sales.
- Learn payroll process and serve as a backup to the Guest Services Manager on payroll processing days.
- Under the direction of the Guest Services Manager, review daily employee time clock’s ins/outs to ensure they have been done correctly, correcting any omissions or errors. Alert Guest Services Manager of any habitual problems.
- Promote positive work environment and encourage employee development.
- Provide Guest Services Manager written details on any employee performance issues.
- Maintain outstanding standards, solid product knowledge and all other components of Guest Service.
- Handle transactions quickly and accurately, balancing cash drawer, and completing deposit media accountabilities at POS registers.
- Provide outstanding guest service at all times.
- Be aware of Museum and Memorial exhibits, special events and programs, able to answer guest questions and promote Museum program attendance.
- Always maintain a clean and neat work area, including stock areas.
- Assist in processing and replenishing/stocking merchandise and monitoring floor stock.
- Work cooperatively with other team members.
Adhere to all Museum and Memorial policies, procedures and operational directives.
Process donation/comp passes as directed by the Guest Services Manager.
Perform other duties as assigned.

**Education and Experience:** Two years of experience in retail or admissions environment and computer aptitude is desired. A high-school diploma or equivalent is required.
- Demonstrated knowledge of Microsoft Office suite and point of sale systems.
- Previous eCommerce experience.
- Experience with Shopify preferred, but not required.
- Basic graphic design/Adobe Creative suite and DSLR camera/photography experience preferred.
- Display organizational skills and attention to detail.
- Process information and merchandise through computer and/or POS register system.
- Perform retail purchasing, merchandising, and display skills.
- Work efficiently under pressure and with many distractions.
- Effectively work with the public; i.e. visitors/guests, groups or others.
- Communicate friendly and effectively with associates and guests.
- Access all areas of the store including the selling floor, stock and register areas.
- Operate (or learn to use) all equipment necessary to run the store.
- Work varied hours, days and holidays.
- Flexible and adaptable to a variety of situations, a proven problem solver.
- Good team leadership skills.
- Strong guest service skills.
- Ability to work with little supervision.

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment and point of sale systems.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is moderately active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 35/40 pounds or assist in moving items 50 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.

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The National WWI Museum and Memorial is an equal opportunity employer.

**Salary and Benefits:** The National WWI Museum and Memorial offers a competitive salary with an excellent benefit package, including: pre-tax/Roth 401(k) matching program; health, dental, vision, life with AD&D, and short-/long-term disability insurance, Section 125 flexible benefits; paid holidays, paid time off leave.
Application Instructions and/or Questions:
Please send your resume, salary requirements and cover letter to:

Human Resources
National WWI Museum and Memorial
2 Memorial Drive
Kansas City, MO 64108
Email: human-resources@theworldwar.org

NO PHONE CALLS PLEASE.

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information. Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.