About the DC History Center
Established in 1894 and located at the Carnegie Library in Downtown DC, the DC History Center is a community-supported nonprofit organization, which deepens understanding of our city's past to connect, empower, and inspire. It collects, interprets, and shares the history of our nation's capital through research and scholarship, adult programs, youth education, and exhibits. We seek to do this work as a welcoming and inclusive community that fosters curiosity and nurtures civic engagement to strengthen the District for all. For more information visit dchistory.org.

Position Summary
The DC History Center Store advances the organization's mission by offering DC-related products that support collecting, interpreting, and sharing the history of our nation's capital. Located on the 2nd level of the historic Carnegie Library and online, the Store serves as a dynamic extension of the visitor experience. The merchandise complements the exciting array of exhibits, programs, and special events presented by the DC History Center.

Retail Team Associates greet and educate customers about DC history through conversations about the products within the store that reflect our collections, exhibits, local makers, and membership. The role focuses on driving the highest dollar sales per hour possible to benefit the DC History Center.

Responsibilities
- Maintain a professional and courteous relationship with customers and coworkers
- Use product information and resources to educate customers and assist them in making product selections
- Serve customers promptly
- Minimize wait time and delays
- Operate the point of sale cash register and prepare customer receipts efficiently
- Collaborate with the store team to support and achieve the goals of the store and the DC History Center
• Participate in professional development activities including store meetings, educational tours and all other training provided by the DC History Center
• Follow management direction in completing other duties as required
• Aid the senior manager of visitor services in the implementation of merchandising and operational procedures
• Undertake projects for merchandising and duties as requested, including participating in off-site sales
• Assist in duties of physical inventory, counting and tallying merchandise, and storage of product
• Clean shelves, counters, tables, railings, baseboards, floors and product according to store policy
• Identify and document the return of damaged product
• Record customer comments and product suggestions
• Relay reorder notifications

Requirements
• Education: High school diploma or equivalent
• One year+ of customer service and cash-handling experience preferred
• Experience in the cultural field, travel, and/or hospitality a plus

Scheduling
Candidates must have a flexible schedule, including availability on evenings, weekends, and holidays.

The DC History Center is currently transitioning back to being open to the public during limited hours Thursday and Friday, 2 PM – 7 PM, and Saturday, noon to 6 PM, with plans to expand to a Sunday schedule (the exact hours of operation have yet to be determined). This position can expect to work 16 – 24 hours per week, with hours increasing as opening hours expand.

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. Must be able to lift and carry 40 lbs, and stand for long periods of time.
Compensation
$15-17 hourly depending on experience.

TO APPLY
Applicants should submit a letter of interest and resume, including salary history or requirements. To apply, visit www.dchistory.org/about/employment/. No phone calls or walk-ins please.

The DC History Center is an equal opportunity employer.