

Gift Shop Attendant

Service Summary: Independently run gift shop operations during volunteer shift. This includes welcoming visitors, answering questions about the site and objects that are for sale, conducting simple transactions, and opening and closing duties. The gift shop is operated by the Friends of Pueblo Grande (501c3).

Supervisor: Gift Shop Manager/Volunteer Coordinator

Duties:

- Provide prompt, efficient, and courteous service for PGM guests
- Welcome guests with a smile and a greeting. Offer to help and respond according to their reply.
- Be prepared to answer questions about the site/people/history or the objects for sale. If you don't know the answer, try pointing them to someone/a resource that might know
- Process simple cash/credit card transactions through Square POS System
- Monitor object handling to prevent breakage. Carefully display objects for guests and return to display if shown to guests but not purchased.
- Maintain a space. Inform supervisor if systems fail or anything brakes.

Available Days and Times:

- October-April:
 - Monday, Friday, Saturday Mornings/Afternoons
 - Sunday Afternoons
 - Tuesday-Thursday Mornings
- May-September:
 - Tuesday-Thursday Mornings
 - Friday, Saturday Mornings/Afternoons

Required Time Commitment:

- Minimum one 4 hour shift once a month.
- Preferred regular (bi-monthly or monthly) commitment to day and time slot.

Required Training:

- Orientation
- Archaeology 101
- Gift Shop Training
- Cash Handling Training

Required Skills:

- Must be responsible, reliable, and punctual
- An outgoing and pleasant attitude



- Cash handling experience
- Flexibility and willingness to learn new skills
- Able to perform general typing and data entry (Microsoft Office, etc.)

Additional Helpful Skills:

- Experience or education in history, anthropology, archaeology, or teaching can be helpful, although not required.
- Familiarity with Square POS System

Desired Impact on Museum and Visitors:

- Advance the Museum’s mission to be a space where all members of the community feel welcomed and included.
- Advance the Museum’s mission to be a gateway between past and present cultures.
- Increase awareness and appreciation of modern Native art styles and culture
- Visitors have a positive impression of Pueblo Grande Museum
- Visitors will leave with a tangible reminder of their visit to Pueblo Grande Museum

Benefits to Volunteer:

- Gain an understanding of the purpose and activities of the museum.
- Acquire new skills related to customer service and gift shop management.
- Learn more about Native tribes both ancient and modern.
- Receive opportunities to participate in workshops, attend continuing education classes, lectures, exhibit openings, and trips.
- Access to researching in the Pueblo Grande Museum’s Research Library.
- Volunteers have the chance to develop friendships with others who share similar interests.
- Admission to the Museum is free for active volunteers.
- All volunteers can participate in a Volunteer Recognition Event each spring.

