



EXHIBITS DEVELOPMENT GROUP

Exhibition & Store Associate, The Magical History Tour: A Beatles Exhibition Destiny USA, Syracuse, NY

Seasonal/Temporary

Full Time and Part Time Positions Available

1099 Contract Position

November 2017 through January 2018

EXHIBITS DEVELOPMENT GROUP

Exhibits Development Group (EDG) is a leader in the traveling exhibitions industry. EDG specializes in developing, distributing, and touring traveling art, science, and popular culture exhibitions to a variety of museums and alternative venues worldwide.

EXHIBITION – THE MAGICAL HISTORY TOUR: A BEATLES EXHIBITION

The Beatles changed pop culture and the world of music forever. Whether an original Beatle fan or simply inspired by their music today, visitors will have the chance to experience the creativity, love and curiosity of the Fab Four firsthand at *The Magical History Tour: A Beatles Exhibition* at Destiny USA, opening on November 10, 2017. It is the most comprehensive Beatles exhibition ever assembled, featuring instruments, clothing, rare original photos and many never-before-displayed artifacts! This amazing story is told from the perspective of the Beatles, and visitors will experience pivotal points in their lives through this exhibition. Please join our retail store team, where guests have the opportunity to take home some of the magic and inspiration!

JOB DESCRIPTION

The Exhibition and Retail Associate is responsible for facilitating a positive experience for each and every Exhibition visitor, including guiding visitors through the Exhibition, answering questions and providing instructions. The Associate will report directly to the Exhibition Manager and/or the Assistant Manager.

RESPONSIBILITIES:

- Participate in the daily operations of the exhibition and exhibition retail store.
- Provide great customer service and positive visitor experience.
- Ensure that all visitors and customers receive excellent service through direct salesmanship; prompt and courteous service.
- Greet each visitor that enters the exhibition and store in a warm and inviting matter.
- Identify guest needs and customer requirements.
- Prepare merchandise for display and set up merchandise on the sales floor.
- Assist customers with purchase decisions.
- Make sure that customers receive receipts on all purchases.
- Attend sales meetings and team meetings, as requested by the Exhibition Manager.
- Complete each transaction in a quick and efficient manner.
- Guide exhibition visitors in their exhibition experience.
- Alleviate bottle necks and support way-finding in the exhibition.
- Monitor exhibition supplies and communicate supply needs.
- Monitor exhibition interactives and components and communicating the need for repairs and maintenance.

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- Monitor retail merchandise inventory, ensuring ample merchandise availability, and assisting in physical inventory counts.
- Watch out for loss prevention in retail store through leakage and theft.
- Clean shelves, counter, floors and tables, assuring quality and cleanliness of the Exhibition and Retail Store at all times.

EXHIBITION & STORE RULES:

- All employees will arrive promptly for their shift at the respected time and leave at the respected time.
- All employees must practice daily hygiene and display a look of professionalism.
- All employees will record their hours honestly and respectfully. Any “extra” must be pre-approved by Exhibits Manager.
- No visible cell phones allowed on the floor. Phones may be used off the sales floor and on breaks.
- No food or beverages on the exhibition or retail floor. Water with a closed lid is acceptable as long as it is hidden.

DRESS CODE:

- All employees will abide by the pre-approved dress code:
 - Beatles: The Magical History Tour Exhibition Tee Shirt (to be provided)
 - Black Jeans or Slacks (No ripped jeans, capris, yoga pants, or shorts allowed)
 - Closed-toe shoes (No dirty or “severely worn” looking shoes)
- One (1) Beatles: The Magical History Exhibition shirt will be provided to each Manager. Any additional shirts can be approved and purchased at cost.
- No hats allowed.

QUALIFICATIONS & SKILLS:

- High School Diploma or equivalent
- Strong commitment to customer service
- Excellent communication and ‘people’ skills
- Previous retail and/or exhibition-type experience preferred
- Beatles fan preferred



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