

## POSITION DESCRIPTION:

### Gift Shop Associate



**Position Type:** Part-time (10+ hours per week), Saturdays, ability to occasionally cover other shifts as needed.

**Reports to:** Gift Shop Manager

**Location:** Mitchell Park Horticultural Conservatory (Milwaukee, WI)

**About Milwaukee Domes Alliance:** As an operating partner of the Mitchell Park Horticultural Conservatory, the Milwaukee Domes Alliance (formerly Friends of the Domes) helps cultivate a lifelong love of nature for all visitors through coordinating immersive, restorative experiences within the iconic horticultural oasis.

**Mission Statement:** We provide inspirational experiences that restore connections to nature and community in a one-of-a-kind horticultural oasis at the heart of Milwaukee.

**About the Domes:** The Milwaukee Domes provides a one-of-a-kind nature retreat that takes visitors across the globe in the course of an afternoon, all housed in the world's most unusual and architecturally significant horticultural conservatory. Home to 2,000 plants from diverse climates, it is the world's only beehive-shaped conservatory. The Domes represent a powerful tool for encouraging visitors to make environmentally sustainable choices within their own families. With shows and displays changing multiple times a year there's always something new to explore at the Domes.

**Position Overview:** The Gift Shop Associate is the face of Milwaukee Domes Alliance to our visitors. This role is responsible for creating a welcoming, professional experience while supporting the day-to-day operations of the gift shop.

## RESPONSIBILITIES

- Represent Milwaukee Domes Alliance to visitors with professionalism and warmth
- Greet and welcome customers and provide friendly, knowledgeable customer service
- Operate point of sale system and process transactions accurately
- Process memberships and assist visitors with membership questions
- Maintain familiarity with current Domes programming, shows, and membership benefits to assist visitors
- Stock, organize, and maintain shop cleanliness and displays

- Assist with inventory restocking and display maintenance
- Support member lane coverage as needed
- Support gift shop operations during events and show changes
- Occasionally cover additional shifts as needed

## QUALIFICATIONS

The ideal Gift Shop Associate will bring most of the following qualifications and skill sets:

- Friendly, customer service oriented, and professional in demeanor
- Reliable with consistent availability
- Basic comfort with point of sale technology
- Interest in nature, horticulture, or community organizations preferred

**Compensation:** **\$15.00 per hour**, plus an annual membership to the Domes

**Physical Demands:** The employee is occasionally required to traverse within their work area as well as other areas of the facility. Ascending and descending of stairs (building that does not contain an elevator). We value diversity: Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Commitment to Diversity:** The Milwaukee Domes Alliance is an equal opportunity employer and places a high value in creating a workforce that reflects the diversity of the Milwaukee community. The Milwaukee Domes Alliance does not discriminate against any employee or applicant for employment because of race, color, ethnicity, religion, gender, sexual orientation, gender identity or expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We believe diverse teams are effective teams, and that innovation is only possible when a set of diverse experiences and perspectives are at the table.

## To apply, please email:

Mary Philipp, Gift Shop Manager & Buyer

Milwaukee Domes Alliance, [info@milwaukeedomes.org](mailto:info@milwaukeedomes.org)

*Please ensure "Gift Shop Associate" is in the subject line.*

*No phone calls please.*