

**CALL FOR APPLICATIONS: MUSEUM RETAIL ASSISTANT
(PERMANENT CONTRACT WITH THREE MONTHS' PROBATION,
SALARY R154,337 PER ANNUM TOTAL COST OF EMPLOYMENT)**

Constitution Hill Development Company seeks to appoint a Museum Retail Assistant who will be responsible to assist in the operations of The Museum Shop. She/he has considerable primary customer contact and is responsible for the quality of customer service rendered to the Museum's visitors while she/he is on duty. The employee is responsible for the Shop's general appearance while on duty. She/he will assist with data entry and inventory-related tasks, including the monthly inventory audit, checking in merchandise, and reviewing sales for placing re-orders. The position involves weekend and evening hours including public and private events that occur outside regular Museum hours. The Museum Shop provides an educational service for visitors to Constitution Hill, supplementing the Museum's programs that further the public's understanding of the site and for generating income to help Constitution Hill carry out its mission.

Key Responsibilities include:

Customer Service: • Welcome and assist visitors, help resolve any customer queries or complaints, impart in-depth product knowledge and act as an ambassador for the Museum as a whole. • Provides customer service in the Shop as a sales clerk and cashier • Answers general questions about the Museum • Assisting customers in locating desired shop items. • Informing customers of shop promotions to encourage purchases. • Addressing and resolving customers complaints in a professional manner. • Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed. • Monitor visitor activity in the Museum Shop to ensure safety, to prevent theft, to study what and where they are looking, and to get feedback from them on their experience while at the Museum • Stay informed about current and future museum exhibitions and programs • Answer routine customer questions, emails, mail, and phone inquiries • Web sales, mail order, and other shipping: process paperwork, pack and ship goods

Operational Support: • Support the efficient day to day running of the shop including opening/closing procedures and till cover. • Process and fulfil online orders. • Assist with relevant events and other activities as required. • Work collaboratively with the Visitor Experience team.

Retail Standards: • Maintain high standards on the shop floor through effective visual merchandising, stock replenishment and housekeeping, to enhance customer experience and maximise sales. • Maintain work areas – counter, office, and storage • Performs light housekeeping, such as dusting merchandise • Performing end-of-day cleaning duties, which includes clearing the refuse bin, dusting the shop shelves, re-organising shelves. • Website maintenance: making sure items are in stock that is on the website, updating slides and tabs, adding product, processing sales

Cash handling / POS management: • Opens and closes sales register as well as confirming accuracy of others opening and closing • Ensure an accurate and thorough approach to all payment processing and refunds/exchanges. • Processing customer payments using the shop's Point of Sale (POS) system and performing daily cash-ups. • Generate sales reports as requested by the manager

Stock Control: • Receiving, processing, and organizing shipments and deliveries accordingly. • Retrieve from shipping area, count, label, and merchandise • Performs data entry for Shop's point-of-sale inventory system • Restocking depleted or low shop items and tracks for re-ordering • Ensuring that the sales floor is organized according to established guidelines. • Assist with rolling stock checks and bi-annual stocktakes, process incoming and outgoing stock efficiently, keep storage areas organized and secure. • Performing regular price audits to identify and correct price discrepancies. • Visual merchandising, restocking, and straightening inventory • Ongoing review of merchandise stock levels

Security and maintenance: Minimise potential stock loss by maintaining a high level of awareness and alertness, reporting safety hazards and risk factors to a manager.

Good Corporate Governance and Compliance: • Championing of retail as key to the visitor experience across the Museum • Achievement of income targets • Minimising stock discrepancies • Meeting high visual standards in the shop • Effectiveness of working relationships with colleagues • Achieving excellent customer satisfaction results • Communicating visitor feedback and contributing ideas to help improve retail experience

Qualifications and Experience: Minimum: National Senior Certificate or NQF Level 4 qualification. 1 year of experience in retail Preferably: NQF Level 5 qualification in Retail Management. 2 years of experience in museum / original products retail

Knowledge, Skills and Abilities Required: • Visitor-focused, with exceptional customer service skills • Excellent team-working and communication skills • Positive attitude with an excellent attention to detail • Self-motivated and proactive; a fast learner who uses initiative to problem-solve and identify. Opportunities • Reliable and punctual with a good attendance record • Exceptional prioritisation and time-management skills • Flexible and adaptable in responding to changing priorities. • Computer literate • Ability to unpack large deliveries and manoeuvre stock between locations. • Accurate and efficient in cash handling and till work • Diligence and compliance in security matters and health & safety regulations • Responsiveness • Customer centricity • Willingness to help • Adaptability • Teamwork • Time Management • Professionalism • Interpersonal Skills • Flexibility • Conflict Resolution • Calm Under Pressure • Dependability • Ethical Conduct.

Desirable: • A curiosity about working in the cultural sector. • Experience of working with PoS systems and online retail platforms • Thrives in busy, fast-paced environment. • Collaborative - working with the Retail team, Visitor Experience team and wider Museum team to deliver an excellent experience for shop customers. • Agile – reacting to the differing and changing needs of our visitors. • Risk-taking – be willing to suggest and try new ways of increasing profitability of the retail offer. • Creative – deliver a unique Museum shop offer which is key to our visitor experience. • Eco-active – contribute ideas to promote sustainable retail through product selection, packaging and shop display. • Inclusive - ensure our retail offer meets the needs of visitors from a wide range of backgrounds.

WORKING CONDITIONS: • Onsite • Flexible schedule that includes nights and weekends • Work some weekends, holidays, and during special events • Physical labour – stacking of shop shelves, rails clearing of packaging refuse.

Preference will be given to people with disabilities.

Applications should be submitted online: <https://bit.ly/GGDAGroupRecruitment> **Enquiries should be addressed to:** recruitment@conhill.org.za

Applications: All applications must be submitted and accompanied by curriculum vitae with contactable references, certified copies of qualifications and identity documents.

The closing date for all above position is the **24 May 2026**, diversity is encouraged, preference will be given to Women, Youth and People with Disabilities and only shortlisted candidates will be contacted.

The Protection of Personal Information Act (POPIA) came into effect on 1 July 2021. The GGDA respects your privacy and is committed to keeping your personal information secure and confidential. The Group will ensure that in Processing an Applicant's or Employee's Personal Information, it will adhere to its obligations in terms of POPIA. By virtue of you applying for this position, you give The Group the consent to keep and or process your information as per POPIA

Constitution Hill reserves the right to make an appointment.