



Retail Associate

Department: Retail & Guest Experience

Reports To: Operations Supervisor / General Manager

Location: The Artsnasium® – Arlington, Texas

Employment Type: Part-Time or Full-Time

Schedule: Flexible schedule including weekdays, evenings, Fridays, Saturdays, holidays, and peak operating periods

Position Summary

The **Retail Associate** creates a welcoming and engaging shopping experience at **Artie's General Store**, the retail destination inside The Artsnasium®.

Retail Associates help Creators and their families discover Artsnasium merchandise, books, creative products, souvenirs, apparel, gifts, and other items that allow them to take a piece of their Artsnasium adventure home.

This position is responsible for guest service, merchandise sales, point-of-sale transactions, product presentation, inventory support, restocking, cleanliness, and maintaining the appearance and organization of the store.

The ideal Retail Associate is friendly, dependable, organized, detail-oriented, comfortable with sales and technology, and excited about The Artsnasium brand.

Key Responsibilities

Guest Service & Sales

- Welcome guests entering Artie's General Store with enthusiasm and professionalism.
- Assist Creators and families in locating merchandise and selecting products.
- Answer questions about products, pricing, sizes, availability, and promotions.
- Provide helpful recommendations based on guest interests without using high-pressure sales tactics.
- Create positive interactions that complement the overall Artsnasium experience.

- Encourage guests to explore Artsnasium merchandise, books, souvenirs, and creative products.
- Thank guests for their purchases and invite them to visit again.

Point-of-Sale & Transactions

- Accurately process retail purchases using The Artsnasium's point-of-sale system.
- Accept approved payment methods and provide receipts when applicable.
- Follow established procedures for returns, exchanges, promotions, discounts, and transaction adjustments.
- Never provide unauthorized discounts, refunds, complimentary merchandise, or price adjustments.
- Maintain accuracy and accountability when assigned to a cash drawer or register.
- Report transaction discrepancies or technical issues to management.
- Protect guest payment and personal information.

Merchandise & Visual Presentation

- Maintain attractive, organized, and fully stocked merchandise displays.
- Fold, arrange, hang, and display merchandise according to Artsnasium standards.
- Ensure merchandise is properly priced and labeled.
- Restock products throughout the day as needed.
- Keep shelves, displays, counters, and checkout areas clean and guest-ready.
- Assist with seasonal displays, new product launches, promotional displays, and special merchandise presentations.
- Help maintain the premium, playful, and creative appearance of Artie's General Store.

Inventory

- Assist with receiving, unpacking, counting, labeling, and organizing merchandise deliveries.
- Help maintain accurate inventory records.
- Conduct assigned inventory counts and stock checks.
- Notify management when merchandise is low, damaged, missing, or selling quickly.
- Follow established procedures for storing back-stock merchandise.
- Assist with identifying inventory discrepancies.
- Help reduce product loss by following merchandise-handling and loss-prevention procedures.

Product Knowledge

- Develop knowledge of Artsnasium merchandise and branded products.
- Be familiar with available sizes, styles, product features, and pricing.
- Learn about Artsnasium books and other creative products sold in the store.
- Stay informed about new merchandise, seasonal products, promotions, and limited offerings.

- Accurately communicate product information to guests.

Safety & Loss Prevention

- Remain attentive to activity within the retail area.
- Follow established loss-prevention and merchandise-security procedures.
- Report suspected theft, damaged merchandise, safety hazards, or unusual activity to management.
- Never physically confront a guest regarding suspected theft.
- Maintain clear and safe walkways throughout the store.
- Follow all emergency, incident-reporting, and facility procedures.

Store Opening & Closing

- Assist with opening Artie's General Store and preparing the space for guests.
- Verify that merchandise displays are organized, stocked, and presentable.
- Assist with assigned register opening and closing procedures.
- Restock and organize merchandise at the end of the operating day.
- Complete assigned cleaning and recovery tasks.
- Report inventory, maintenance, transaction, or operational concerns to management.

Team Responsibilities

- Work collaboratively with Admissions, Guest Experience, Creative Coaches, Birthday Party Hosts, Operations Supervisors, and management.
- Assist with merchandise needs during special events, seasonal experiences, Creator Parades, and promotional activities.
- Support other guest-facing operations when appropriately trained and assigned.
- Participate in required training, meetings, and professional development.
- Maintain Artsnasium uniform, appearance, attendance, and professionalism standards.
- Perform other duties necessary to support successful facility operations.

Qualifications

- High school diploma or equivalent preferred.
- Must meet all minimum age requirements established by The Artsnasium and applicable law.
- Previous retail, merchandising, sales, hospitality, attractions, entertainment, or customer-service experience preferred but not required.
- Friendly, outgoing, and professional personality.
- Strong communication and interpersonal skills.
- Strong attention to detail and organization.
- Basic math and transaction-handling skills.
- Comfortable using point-of-sale systems, computers, tablets, and other workplace technology.

- Ability to learn merchandise and product information.
- Comfortable interacting with children and families.
- Ability to work efficiently during high-volume periods.
- Dependable attendance and punctuality are essential.
- Must successfully complete all required background screening, training, and employment requirements.

Physical & Work Requirements

Retail Associates may stand and walk for extended periods.

The position may involve bending, reaching, folding merchandise, stocking shelves, unpacking deliveries, and moving boxes or retail supplies.

Team members should be comfortable working in an active family environment with music, children, crowds, and varying noise levels.

Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

Artie's General Store is more than a gift shop. It is the final chapter of many families' Artsnasium adventure.

A Creator may leave wearing their new Artsnasium shirt, carrying an Artie plush, holding a new book, or taking home something that reminds them of what they discovered that day.

We're looking for Retail Associates who demonstrate:

Hospitality • Organization • Accuracy • Creativity • Product Knowledge • Integrity • Professionalism • Teamwork

Great Retail Associates help transform merchandise into **memories that Creators can take home.**

Our Retail Philosophy

Take the creativity home with you.

Our Mission

To inspire children and families through hands-on creative experiences that cultivate imagination, confidence, learning, and joyful exploration in a safe, welcoming environment.

The Artsnasium®

Where Creativity Comes to Play.

**Every Child Is Creative.*