



Reception and Retail Associate

Reports to: Executive Director

Classification: Full time, non-exempt hourly position

Compensation: \$18 - \$20 per hour, plus paid time off, health insurance, and retirement fund benefits

Job Function

HCCC seeks a welcoming, detail-oriented individual with a passion for contemporary craft to join us as the Reception and Retail Associate. The person in this central, public-facing role is the first point of contact for visitors and should promote a warm and professional environment while supporting the sales of unique, handmade works. As part of a collaborative and creative team, the position manages a variety of administrative responsibilities, which contribute to the daily operations and overall mission of the organization.

The ideal candidate will have demonstrated administrative experience plus customer service or sales experience. Knowledge and appreciation of creative arts is preferred. This position works a Tuesday – Saturday schedule and occasional evening events.

Duties and Responsibilities

- Manages front desk duties, including opening and closing procedures for the building and galleries, greeting and directing visitors.
- Reports on visitor data and supports data entry of contact information, attendance logs, and zip-code tracking.
- Provides administrative support, such as answering incoming calls, managing internal calendars, fielding communications, and multi-tasking in a busy environment.
- Assists with sales of artworks, merchandising, inventory, and engages visitors with the unique stories of HCCC's artists.
- Ensures items are recorded accurately in retail point-of-sale database and that customer data is collected correctly.
- Maintains a clean, organized, well-stocked sales area.
- Builds brand loyalty for HCCC through excellent customer service.
- Provides assistance to other departments and during special events as needed.

Requirements

- Position works Tuesday – Saturday, with occasional evening events
- Must be extremely reliable with a friendly, collaborative, and positive demeanor to interact with visitors, staff, board members, artists, and others
- Two years of relevant experience, including the organization, coordination, and performance of duties at an independent level
- Proficiency with Microsoft Office and Google Workspace
- High level of organization, excellent written, and verbal communication skills

- Ability to prioritize and manage multiple tasks simultaneously
- Takes initiative in executing and improving upon existing systems and programs
- Is willing to jump in and assist any guest or colleague

Application Process

Deadline: Rolling until the position is filled

To apply, please visit <https://crafthouston.org/about/employment-opportunities/employment-application-reception-retail/> to complete the online form and upload a cover letter, current resume, and references. HCCC is looking to fill this position as soon as possible; candidates who are selected for an interview will be contacted.

Equal Opportunity Employer

Houston Center for Contemporary Craft is an equal opportunity employer. HCCC does not discriminate on the basis of race, sex, sexual orientation, color, religion, national origin, age, military and/or veteran status, disability or any other characteristic protected by applicable federal, state, and/or local laws. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

As an arts center in Houston, one of the most diverse cities in the nation, HCCC strives to be as inclusive as possible for all audiences and is committed to serving as an institution that welcomes and respects everyone, regardless of age, ability, ethnicity, race, religion, political beliefs, sexual orientation, gender identity or expression, nationality, geographic origin, or socioeconomic status.

About HCCC

Located in Houston's Museum District, Houston Center for Contemporary Craft (HCCC) is a nonprofit arts center with a mission to inspire and connect people to the art and process of making. The Center's focus is on art objects made of clay, fiber, glass, metal, wood, and mixed media. Serving as a dynamic hub at the intersection of craft and contemporary culture, HCCC showcases emerging and acclaimed artists in exhibitions, engages visitors of all ages with hands-on programming, and supports the development of working artists through artist residency and retail programs. For more information about HCCC, please visit www.crafthouston.org.