

Museum Retail Manager

Reports to: Executive Director

40 hours/week

Salary: \$40K

Position Overview: The Retail Manager is responsible for managing the Museum's store, including hiring and supervising frontline staff, ordering and displaying merchandise for maximum profitability, and maintaining supplies and inventory. He/she also oversees the admissions desk and glassblowers to ensure that the visitors' first and last experiences are positive ones and to grow our membership.

Principal Duties and Responsibilities (Essential Functions*):

Store duties:

- Generate sales, and demonstrate and maintain a professional standard of customer service
- Maintain an attractive store appearance, with effective merchandise presentation and regularly changed displays.
- Maintain and evaluate all store records, including daily sales receipts, monthly profit analyses, and work sheets; prepare annual report on profit picture.
- Prepare periodic reports and analyses as required by management.
- Take inventory annually, maintain inventory at the most efficient level; keep inventory storage areas orderly.
- Develop and implement annual budget; monitor performance.
- Develop and maintain packaging materials: bags, boxes, gift wrap, etc.
- Manage e-commerce marketing, merchandising and fulfillment.
- Maintain good customer and vendor relations.

Managerial duties:

- Hire front line staff and/or recruit volunteers.
- Conduct annual performance reviews of and coach development of all store personnel; take

corrective or disciplinary actions when needed.

- Schedule staff efficiently.
- Train staff in store procedures, POS and product knowledge; arrange for staff training in substantive museum-related areas and interpretation techniques.
- Enforce Museum cash handling policies and procedures, and other loss prevention policies.

Administrative duties:

- Coordinate store activities with museum programs and events.
- Promote store through public relations program.
- Anticipate IRS audit by keeping accurate records and distinguishing between related and unrelated merchandise.

Product responsibilities

- Remain current on new industry products and trends, and demonstrate knowledge of products.
- Buy appropriate merchandise for store, related to the Museum's purposes and adapted to the visitor profile.
- Develop appropriate educational materials based on the Museum's mission.
- Develop products such as posters, publications and donor gifts inspired by the mission of the Museum.
- Set product prices and, when appropriate, markdowns.
- Produce product information for merchandise in the form of product cards, tags or package information.

Visitor experience duties

- Oversee the admission desk and store volunteers on duty.
- Promote positive visitor experiences in the store, the Museum and at events and programs.
- Communicate Museum policies and procedures in a positive manner.
- Act as a service advocate to resolve visitor complaints/concerns to their and to the museum's

satisfaction.

- Promote and oversee efforts to obtain on-site membership sales and donations.
- Know and enforce Museum policies; immediately report critical incidents of violation or unusual activity or occurrences.
- Submit reports of minor occurrences on a daily incident report form.

Supervision Received: Reports to Executive Director

Supervision Exercised: Supervises all store personnel and volunteers dealing with visitors while the Museum is open.

Qualifications & Skills:

REQUIRED:

- Retail experience including shop management, e-commerce, buying, visual merchandising, budgeting, price setting, personnel management, and marketing and merchandising responsibilities.
- General knowledge of standard retail concepts and practices and of merchandising concepts and strategies.
- Excellent interpersonal and communication skills
- Proficiency in Microsoft Office.
- Ability to provide the highest level of customer service at all times.
- Ability to listen actively to visitors and customers, and be responsive to their needs and expectations.
- Ability to remain calm and maintain a positive demeanor in stressful circumstances and handle crowds.
- Ability to exercise good judgment in the presence of Museum visitors and to problem solve on the spot.
- Must be well organized and amenable to change.
- Genuine interest in learning the subject matter of the Museum.

- Understanding of the importance of relating merchandise for sale to the mission of the Museum.

PREFERRED:

- Experience with e-commerce and POS platforms.
- Knowledge of image editing software, Constant Contact, content management software