

Museum Store Manager

Reports to: VP of Administration

Status: Full-Time, Exempt

Hours: T-Sa 9:30a-5:30p (Adjustments may be needed in order to meet deadlines or attend meetings or special events)

Supervises: Visitor Service Associates and volunteers assigned to the Museum store

Job Summary:

Under the direction of the VP of Administration, the Museum Store Manager oversees the store, including development of merchandising strategies, product selection, store staff management, ordering, inventory, and daily sales.

Essential Responsibilities:

- Manage the development and advancement of a strong and financially successful Museum Store, working directly with the VP of Administration to ensure records are accurate and complete.
- Coordinate with VP of Administration to ensure that Museum Store serves as an extension of the overall museum experience, with merchandise that ties in to the museum's mission, current exhibitions and programs.
- Oversee daily cash management and day-to-day operations, setting strong customer service standards and establishing best practices.
- Provide leadership and direction to Visitor Service Associates and Volunteers scheduled for the Museum Store.
- Work with the VP of Administration to identify and maintain relationships with vendors and artists for quality store merchandise, both purchased and consignment.
- Ensure the store is well-stocked and well presented at all times.
- Maintain day-to-day and monthly sales and consignment reports on the point of sale system.
- Schedule special events, trunk shows, demonstrations and other relevant programming.
- Manage the point-of-sale inventory, conducting annual and ongoing inventory checks.
- Oversee and contribute to store social media accounts, e-blasts and newsletters.
- Contribute to collaborative staff effort to define messaging and policies that cultivate and enhance meaningful relationships with museum audiences.
- Maintain a safe, healthy working environment.
- Treat customers and employees with respect.
- Assist at the ticket desk and concessions as needed and available.
- Support the Visitor Services Manager in supervising overall front-of-house functions.

Job Qualifications:

- Minimum of 2 years of retail, customer service, and inventory management experience.
- Strong interpersonal, communication, organization and follow-through skills.
- Working knowledge of Microsoft Office products and point of sale systems.

- Must possess and demonstrate good leadership skills.
- Ability to work full-time schedule which regularly may include evenings, weekends and some holidays.
- Ability to merchandise effectively.
- Ability to adjust priorities and manage time wisely.
- Ability to accurately maintain records and documentation.

Essential Functions (ADA):

- Ability to communicate and interact verbally, both in person and over the phone.
- Ability to use personal computers and other office equipment effectively.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Exerting up to 10 pounds regularly, up to 30 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body.
- Ability to climb stairs and/or ladders.
- Ability to sit for up to 4 hours at a time.
- Ability to stand/walk for up to 4 hours at a time during special events and/or assignments.
- Visual acuity to determine the accuracy, neatness, thoroughness of the work assigned.
- Requires the ability to travel to and from job location.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee, and may include other duties as assigned.

Reviewed by: _____ Date: _____
(Employee, please print)

Employee Signature: _____ Date: _____