

YELLOWSTONE ART MUSEUM POSITION DESCRIPTION

Museum Store Manager

Reports to: Advancement Director

Supervisory responsibilities: Front Desk Staff

Status: Part-Time, Hourly Paid (approximately 30 hours), non-exempt

Rate of Pay (hourly): \$17.00-\$18.50/hour

Position summary

The Museum Store Manager has primary responsibility for managing the Museum Store through internal and external merchandising, purchasing merchandise, inventory control (physical and computer), working the Front Desk and managing Front Desk staff (including scheduling), tracking and generating income reports, and maintaining industry standards in all aspects of museum retail operations.

Primary responsibilities

- Know and adhere to the Museum's mission statement and policies. Stay abreast of the exhibition planning schedule to order appropriate merchandise.
- Establish the image and goals for the Museum Store in accordance with all institutional guidelines.
- Participate in the budgeting process with Finance & Administration Director and senior staff to meet retail budget goals. Regularly review and discuss revenue goals and challenges with supervisor and work collaboratively to adjust goals (revenue and expenses) in a timely manner.
- Employ sound judgment in projecting revenues and controlling expenses.
- Coordinate with Curatorial, Education, and Development departments to identify opportunities to: a) identify retail opportunities in connection with Museum events and b) promote retail sales outside the Museum Store premises.
- Work the Front Desk and offer excellence in customer service to maintain and increase customer base. Maintain beneficial customer relations.
- Train and manage Front Desk Staff to operate effectively; including working the desk on Evenings and Weekends if the Front Desk Staff is not available. Ultimately responsible for Front Desk Cash and Credit Card Sales and Daily TAM POS System Reports.
- Purchase effectively to advance the mission and maximize net revenue.
- Create attractive displays that support the image of the Museum and stimulate sales.
- Collaborate with marketing staff to publicize and advertise the Museum Store whenever possible.
- Implement an efficient system of inventory control. Prepare accurate, timely sales and inventory reports.
- Promote and pursue wholesale, mail order, and web sales, as feasible.
- Participate in weekly staff meetings and Museum-wide events.
- Oversee Museum Store storage areas efficiently.
- Other cross-departmental duties, as required.

Minimum skills and qualifications:

- High school diploma; a bachelor's degree with business or art emphasis is preferred
- Knowledge of retail and merchandising theory and practice, and the ability to apply it creatively to a museum setting; an ability to select merchandise that relates to the Museum's programs and to the museum store model established by the Museum Store Association
- Visual adeptness in the display of merchandise
- Strong interpersonal skills, an inviting personality and the ability to put the public at ease
- Self-starter, honest, dependable; an ability to think creatively and seize retail, advertising, and promotion opportunities.
- Effective written and oral communication skills
- Computer skills, including Microsoft Office suite, and proficiency in programs relevant to inventory control and daily financial controls; knowledge of Photoshop and web-merchandising preferred; skills also to include adding machine, sales register, digital camera, scanner, and similar basic office equipment.
- Detail-oriented
- The ability to work a flexible schedule including some evenings and weekends (including special events: Art Auction, Summerfair, Masquerade, Winterfair)
 - Excellent organizational, project management, and multi-tasking skills
 - Valid Montana driver's license

To apply:

The position will remain open until filled. To apply, please submit a cover letter, resume, and a list of three references to development@artmuseum.org. No phone calls, please.

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