



Museum of Science & History
JACKSONVILLE • FLORIDA

RETAIL/STORE MANAGER POSITION DESCRIPTION

DEPARTMENT: GIFT SHOP
IMMEDIATE SUPERVISOR: ASSOCIATE DIRECTOR OF VISITOR SERVICES
STATUS: NON-EXEMPT – PART-TIME
HOURS: 15-24 HOURS/WEEK

THIS POSITION SUPERVISES THE FOLLOWING STAFF:

Guest Relations Staff

POSITION PURPOSE:

Responsible for the management and operation of the Museum store including the purchasing, processing (pricing, updating inventory, displaying), coordinating Guest Relations staff, sales, marketing store and product development.

DUTIES AND RESPONSIBILITIES:

- Coordinates with Guest Relations Manager to schedule, train and supervise Guest Relations staff to ensure proper adherence to store sale processes;
- Will need to assist in the training of new Guest Relations staff to be proficient in the use of MOSH's Altru Point-of-Sale software; creates statistical and financial reports using MOSH's Altru Point-of-Sale software system;
- Coordinates with Guest Relations Manager that Guest Relations staff initiates and completes sales transactions with visitors. This includes greet each customer, suggestive selling, cash, checks, and credit card transactions and thanking the guest;
- Coordinates with the Guest Relations Manager to ensures that the Museum store is neat and orderly at all times;
- Coordinates with the Guest Relations Manager to ensure Guest Relations staff becomes familiar with and understands features and benefits of Museum store products in order to sell them and answer customer questions;
- Locate sources and suppliers to establish optimum costs, availability, delivery and services; Confer with sales representatives, wholesalers and publishers to negotiate prices and discounts;
- Plan effective merchandise display techniques and layouts. Select, order and install new shop equipment as necessary. Revise store layouts and displays as necessary.
- Develop new products/merchandise based on MOSH collections, exhibits and programs. Consult with MOSH staff regarding product development and mix, the appropriateness and accuracy of reproductions, and new product sources;
- Develop and execute marketing and distribution plans for new products and merchandise;

- Ensure that featured displays in store coincide with exhibits, programs, seasonal and special downtown events;
- Coordinate the annual holiday store sale and holiday promotion of shop;
- Coordinate a pre-season [planning] and post-season [evaluation] meeting with the Associate Director of Visitor Services and Vice President of Finance and Administration. Prepare annual review of store and provide recommendations at the pre-season meeting regarding inventory control, merchandising, displays, customer service and daily operations;
- Monitor monthly sales trends;
- Ensures that all displays and supplies are well stocked at all times. Ensures that merchandise is reordered in a timely manner;
- Performs quarterly inventory;
- Perform other duties as assigned.

ACCESS REQUIREMENTS:

Access to all public areas of the Museum; access to support spaces designated by the Associate Director of Visitor Services.

QUALIFICATIONS:

To be successful, an individual must be able to perform each job duty satisfactorily.

EDUCATION AND EXPERIENCE

Completion of a Bachelor's degree in Business or related field with retail sales experience. At least 2 years experience of working with the public and/or in a customer facing environment; preferred experience in a supervisory role; and familiarity with a fast-paced work environment ideal. Must have cash handling experience.

SKILLS AND ABILITIES

- Solid computer skills; knowledge of ticketing point of sales systems highly desirable.
- Knowledge of visitor service principles, practices, and procedures; knowledge of arts and/or leisure audiences preferred.
- Ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all areas of the public Museum.
- Ability to understand and implement the Museum's mission, activities, services and programs; interpret Museum policies and procedures for the visitor; suggest solutions and initiatives to refine policies and systems.
- Ability to work in fast-paced environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
- Ability to lift up to 40 pounds.

TIME COMMITMENTS:

Hours are generally Monday-Friday, between 8:30 am to 5 p.m.

Must attend meetings of the Board of Trustees

Ability to work some weekends, holidays and special event hours

DISCLAIMER:

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time. Management may also modify working hours and work location at any point in time. This job description is not an employment agreement or contract.

ACKNOWLEDGMENT

I have read and understand the above job description. If the description is altered, I will be presented with an updated copy to sign which I will keep a copy and one copy will go into my personnel file.

Employee (Print Name)

Date

Employee (Signature)