



## Museum Shop Manager

**Reports to:** Director of Retail Operations and Visitor Services

**Objective:** The Museum Shop Manager assists the Director of Retail Operations in all operations of the Museum Shop. The Museum Shop Manager will be responsible for the daily supervision of the Museum Shop, reordering and receiving of inventory, and assisting with the recommendation of new product selections.

### Position Duties and Responsibilities:

- Responsible for the day-to-day supervision of the Museum Shop.
- Monitor inventory, reorder products according to stock on hand and volume of sales/season.
- Responsible for receiving orders, inspecting quality of items received and entering receipt of same into Shopify POS.
- Responsible for the tracking and appropriate control of Museum Shop inventory, making quantity adjustments, updating item profiles, and discontinuing old items.
- Assists Director with daily purchasing/billing practices and coordination with the Museum's accounting department for adequate financial records and documentation.
- Responsible for the appropriate monitoring and regular inspection of the Museum Shop to ensure the best possible presentation of Museums Shop items, promoting the general museum image, and providing a safe and secure environment for all visitors, volunteers, and staff.
- Collaborate with the Director in the selection and recommendation of appropriate Museum Shop inventory items, based on department budget and criteria to meet the Museum's mission.
- Monitor website for inventory availability and pricing updates (collaborate with Ecommerce staff).
- Analyze and monitor retail pricing for optimal profits.
- Responsible for the training of Museum Shop staff and volunteers.
- Responsible for daily shipping of purchases via UPS, USPS (packaging, forms, training staff etc) in collaboration with Ecommerce and Museum Shop staff.
- Update Inventory and purchasing database items for new inventory and/or vendors.
- Responsible for choosing sales items and mark-downs to help reduce inventory.
- Work with vendors when orders are received with incorrect or damaged items.
- Build and keep positive working relationships with vendors.
- Responsible for the end of year inventory reconciliation.
- Ensure Museum policies are maintained by staff within the department.
- Conduct Museum Shop sales and stock shop items, as staffing levels require.
- Conduct sales at admission, as staffing levels require.
- Seek professional development opportunities as budgeting permits.
- Other duties as assigned.

### Supervisory Duties:

- Supervise and train shop staff in aspects of retail sales, product knowledge and customer service

### Commitment to the Mission, Vision and Values of NMWA:



- **Mission:**  
To impart knowledge and inspire appreciation of humanity's relationship with wildlife and nature through art and education.
- **Vision:**  
To be the world's premier repository of wildlife art.
- **Values:**  
Integrity, Excellence, Collaboration, Transparency, Accountability, Financial Responsibility

### **Qualifications:**

- This position requires 3+ years retail experience with solid, successful sales history.
- Must be computer literate with experience using Windows/Office products. Previous experience required working in a POS system.
- Strong verbal and written communication skill.
- Strong organizational skills, adept at prioritizing multiple tasks and meeting deadlines.
- Strong eye for detail (accuracy rather than speed).
- Creativity and experience with retail displays.
- Ability to work well with visitors and Museum staff. Must possess excellent customer service skills.

### **Benefits:**

- Salaried-exempt position, \$60,000+
- Full time NMWA benefits for full-time employee
  - Housing and Transportation Stipend
  - Medical, Dental, and Vision coverage
  - Life Insurance
  - 403(b) Retirement Plan Contribution
  - 20 PTO days
  - 10 Paid Holidays
  - Hybrid Remote Work Schedule (during winter off-season as schedule permits)

### **Physical Requirements:**

- Ability to stand, sit, reach, and kneel at various time during the working day
- Ability to work on a computer for up to 8 hours a day
- Ability to lift up to 15 lbs
- Ability to use the phone for extended period of times
- Some travel may be required
- This position is primarily Monday through Friday, however the Shop Manager must be willing and able to work occasional weekends, public holidays, and evening events as staffing requires for the Museum Shop.

NMWA is an equal opportunity employer committed to creating a diverse workforce. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, service member status, amnesty or status as a covered veteran, or any other protected classification under applicable federal, state, and local laws.