



Position: **MUSEUM STORE MANAGER**

Location: Customs House Museum & Cultural Center

Job Type: Full-Time

Classification: Exempt

Salaried/Hourly: Salaried

Reports To: Finance Manager

Position Overview

This full-time position is required to work in the Customs House Museum and Cultural Center's museum store. This area of the Museum's operations is highly customer focused, and is responsible for assisting in collecting payments relating to merchandise, admissions, memberships, special events, facility rentals, programs, and donations. This position also supervises multiple part-time Museum Store Associates.

Essential Functions

1. Be accountable for accurate daily store transactions, including sales, returns, exchanges, and daily reconciliation reports;
2. Adhere to Museum internal financial control framework and loss prevention methods;
3. Supervise, schedule, and train Museum Store Associates;
4. Select and purchase retail inventory compatible with Museum programming in consultation with Finance Manager;
5. Assess profitability of store merchandise for current and future needs;
6. Interact with wholesale and/or consignment vendors;
7. Keep vendor information and records up-to-date to educate Museum Store Associates and customers;
8. Guide Museum Store Associates to provide a welcoming and positive experience for customers;
9. Process membership cards for distribution, retrieve membership information in PastPerfect database, and assist with membership events;
10. Coordinate with appropriate staff and vendors/participants to facilitate special events including book signings, speaking engagements, sales events, etc.;
11. Analyze store customer trends and preferences;
12. Routinely create fresh presentations of inventory and related materials;
13. Coordinate with the Marketing & Media Director to insure proper promotion and display of store merchandise;
14. Assist with store opening and closing procedures;
15. Assist with financial transactions during and after fundraising events;
16. Work store register as needed to cover lunches and work when other employees are unavailable;
17. Support store employees with their questions and concerns regarding anything store-related;
18. Develop and maintain an annual store budget in consultation with the Finance Manager;
19. Coordinate annual store inventory count;
20. Keep the museum store and office clean;
21. Build local business relationships to broaden the Museum Store's customer base;
22. Contribute to institutional long-range planning relating to the Museum Store;
23. Other duties as assigned by supervisor or Executive Director.

This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Competencies

1. More than one year of retail experience required;
2. Strong attention to detail;
3. Ability to solve problems quickly and effectively;
4. Excellent customer relations experience;
5. Positive supervisory experience;
6. Experience working in a specialty boutique or comparative environment helpful;
7. Knowledge of effective retail display and promotional techniques;
8. Self-motivated;
9. Be a team player;
10. Excellent verbal and written communication skills;
11. Experience in record management, Point of Sale (POS) systems, and credit card processing;
12. Proficiency in Microsoft Office programs;
13. Ability to learn and effectively use membership database software;
14. Friendly demeanor and professional appearance.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Working at desk and utilizing a computer for prolonged periods of time;
2. Periodic standing, walking, bending, climbing, and stooping, and the ability to lift 20 pounds;
3. Good hearing and vision;
4. Good eye/hand coordination.

Travel

This position may require 0-5% travel time.

Education and Experience

Graduation from secondary education or GED required, higher education degree preferred. Minimum of two years of demonstrable experience related to position preferred.

Schedule

This is a full-time position with regular hours established as Tuesday through Saturday, 8:30 a.m.-5:30 p.m. with a one-hour lunch break or 9:00 a.m.-5:30 p.m. with a half-hour lunch break. Work schedule may be periodically adjusted to accommodate inventory, special events, or covering other store staff. Pay periods are bi-monthly on the 15th and last day of each month.

Benefits

Benefits include vacation, paid holidays, sick leave, and employee optional health/vision/life/dental insurance.

All new or vacant positions at the Clarksville—Montgomery County Museum, d.b.a. the Customs House Museum & Cultural Center will be filled by the selection of only fully qualified applicants, regardless of race, color, gender, religion, national origin, age, or disability who meet the job related criteria of the job description. All potential employees will undergo a background check, and must provide proof of being able to legally work in the U.S. All potential employees who have cause to drive their own vehicles and/or Museum vehicles for justifiable and approved Museum business must have a valid driver's license and proof of auto insurance.

Employee Signature

Date