

Job Title

Retail Services Manager

Employment Status

Full Time

Employment Category

Exempt

Department

Operations

Reporting Responsibility

Director of Finance & Operations

Position Summary

During 2024, Joslyn Art Museum will reopen after a two year period of being closed to the public. This position will be charged with making final decisions about the shop design and accessories, retail POS, and staff complement. Positioned at the entry of the Museum expansion wing and new visitor access point, the shop will have enhanced visibility, a new bright and crisp esthetic, and will require nearly complete remerchandising. The retail manager will be charged with reimagining the breadth and scope of product offerings, managing the new Point of Sale (POS) system and associated web presence, securing new contracts with artists and designers to consign their offerings, as well as sourcing branded and collection-based merchandise. The Retail Services Manager provides leadership to the retail, wholesale, and web sales operations; oversees all daily operations; drives bottom line contribution to the Museum with sound financial management; and hires and supervises staff.

Major Duties

- Manages the Museum Shop staff.
- Oversees inventory control and point of sale system.
- Prepares/reconciles daily cash receipts and transfers.
- Maintains an inventory of saleable merchandise according to Joslyn's image through buying trips, sales representatives, catalog orders, etc.
- Processes appropriate business forms to the Finance Office; monitors financial records and makes appropriate changes to pricing, etc. to meet financial goals.
- Leads all merchandise physical inventories plus any additional consignment inventories.
- Prepares/submits annual budgets for the Shop; administers/monitors approved budget.
- Performs frontline staff functions of the Shop (sales, phones, customer service, etc.).
- Establishes monthly schedules for staff.
- Takes the lead on all product development projects.
- Oversees all special orders.
- Manages wholesale sales, including initiating contact with institutions in loan agreements with the Museum.
- Directs all research for special exhibition merchandise.
- Oversees the museum shop web maintenance and order fulfillment.

- Attends all pertinent museum meetings including events meetings, Operations meetings, periodic Frontline meetings and general staff meetings.
- Adheres to policies and procedures stated in the Employee Handbook.
- Performs other duties as required.
- Ensure all visitors to the Museum have a positive experience. Is knowledgeable about Museum activities, services, and layout and willing to assist any visitor.

Minimum Qualifications

- BA degree in Business or related field, or commensurate relevant experience.
- Experience in retail management.
- Flexible schedule to accommodate weekends and special events.
- Ability to research and oversee product development.
- Ability to work easily with a diversity of staff, volunteers and patrons and present a professional appearance.
- Must be reasonably accessible either at the museum or via cell phone during Museum hours.

Preferred Qualifications

- Experience in retail management at an art or similar cultural institution
- Experience in retail product development
- Knowledge of retail sales systems (POS)

Salary

Minimum Salary: \$50,000 annually

Qualifications and retail and merchandising experience will be considered in the compensation for this position.

To Apply

Please submit a cover letter and resume via email to careers@joslyn.org. Joslyn Art Museum is an Equal Opportunity Employer, and the Museum is committed to diversity and equal opportunity in its hiring. Qualified candidates of all backgrounds are encouraged to apply for this position. Joslyn offers a competitive salary and generous benefits package.

Joslyn Art Museum is a major regional resource for the collection, preservation, and interpretation of the visual arts. Through its collections, exhibitions, and educational programs, Joslyn Art Museum seeks to foster appreciation and enjoyment of art for the benefit of a diverse regional and national audience.