

**Maricopa County Historical Society  
dba Desert Caballeros Western Museum**

**Retail Operations Manager**

**Exempt (Y/N): N (40 hrs./wk.)**

**Supervisor: Business & HR Manager**

**I. Function of Position**

Responsible for management and operation of the Museum Stores to provide the Museum visitor a continuation of the Museum experience and generate income for the Museum while adhering to the Museum mission statement. This position also supports general operations of the Museum including Accounts Receivable, general office duties and coordination of POS and office equipment support.

**II. Essential Duties and Responsibilities** include the following. **Other duties may be assigned.**

**Front Line Sales and Promotion**

1. Keep informed of professional methods and literature regarding best practices and methods for museum retail sales.
2. Help train and supervise staff and volunteers assigned to work in the stores to guarantee in-depth knowledge of excellent customer service techniques, information on all products, procedures, and processes.
3. Ensure that all assigned to work in the stores understand the mission and goals of the Museum, maintain security for the stores, maintain store cleanliness, and have informative and friendly interactions with visitors.
4. Establish procedures for phone and online orders, as well as packaging and shipping.
5. Work with the Marketing and Membership Manager to plan marketing strategies and sales promotions and initiate sales opportunities related to various exhibitions and programs such as book signings and trunk shows.
6. Manage all off-site merchandise sales events.

**Product Development, Selection and Merchandising**

1. Lead a team of staff to create long-term product development plans aligned with exhibitions and programs.
2. Produce a written buying schedule for the year.

3. Plan and produce products based on the Museum collection.
4. Research available retail items and books online that fit the Museum mission.
5. Attend gift and craft shows to discover unique offerings for the stores.
6. Negotiate, administer, and evaluate contracts for merchandise and/or services with outside vendors in coordination with the Business & HR Manager.
7. Establish and maintain merchandising calendar and techniques in each store that produce an educational, visitor focused and profitable experience.

### **Inventory Management**

1. Undertake all aspects of inventory process; select, purchase, and display all products.
2. Maintain inventory control on all store merchandise using the POS system, planning orders at appropriate times so that inventory levels are maintained within budgeted parameters.
3. Responsible for all daily/monthly/annual tracking and other reporting for the museum stores using the POS system and Excel.
4. Perform monthly spot check inventories as required for the annual audit
5. Plan and execute annual physical inventories and report on discrepancies.

### **Retail Administration**

1. Develop operational policies and procedures and training related to sales transactions, accounts, customer service and other areas related to the operation of the store and admissions registers.
2. Ensure compliance with all local, state, and federal laws related to Museum store operations, keeping current on any changes in applicable laws and coordinating any updates in procedures necessitated by these changes.
3. Establish, with the Business & HR Manager, cash and merchandise handling procedures to minimize the potential for misappropriation of funds and/or inventory.
4. Responsible for keeping privileged information confidential and representing the Museum in professional circles and before the public in a manner that enhances the prestige and credibility of the Museum.

5. Responsible for ensuring high standards of professionalism in all areas of responsibility. Represent the Museum with a high level of integrity, adhering to Museum policies, and support management decisions in a positive, professional manner.
6. Remain current on museum profession policies, laws, and accepted practices through involvement in professional groups and continuing education.
7. Act as staff point person for POS and office equipment troubleshooting and maintenance.
8. Understand and support the mission and goals of the Museum.

### **Bookkeeping/General Administration**

1. Enter all incoming revenue into QuickBooks. Accurately reconcile daily cash receipt reports and deposits.
2. Process incoming cash and checks and prepare bank deposits.
3. Maintain office petty cash box for payment of smaller bills to employees, etc.
4. Run reports related to income data from QuickBooks as requested.
5. Order all general office supplies for the Museum
6. Assist with bulk mail process for Museum mailings.

### **III. Preferred Position Requirements**

#### **A. Education**

Two-year college degree in business or a related field. Bachelor's degree preferred.

#### **B. Work Experience**

1. Three years of retail management experience.
2. Three years of office and operations support experience
3. Prior bookkeeping experience preferably in a nonprofit environment.
4. Customer service experience in retail or other public environments

#### **C. Knowledge, Skills and Abilities**

1. Superior interpersonal skills. Must have the ability to effectively deal with internal and external customers with patience, tact, and diplomacy.
2. Relates well to public and demonstrates strong customer service skills.

3. Friendly, polite, positive manner required.
4. Ability to effectively communicate orally and in writing to staff and guests.
5. Ability to establish and maintain effective working relationships and to work well with others in a team situation.
6. Superior organizational skills
7. Strong problem-solving skills.
8. Successful training skills required.
9. Self-motivated
10. Ability to handle multiple time sensitive tasks with accuracy.
11. High level of integrity.
12. Experience supervising staff and scheduling work.
13. Excellent math skills and knowledge of accepted business and accounting procedures.
14. Knowledge of inventory control standards.
15. Experience in contracting with wholesale vendors and service providers.
16. Proficiency with all Microsoft Office programs, QuickBooks, and POS database management.
17. Proficient with office equipment and basic computer maintenance.
18. Aware of all security restrictions in place and practices them appropriately.

**D. Certificates, Licenses, Registrations**

1. Valid driver's license.
2. Pass a criminal background check.
3. Membership to appropriate professional organizations.

**E. Working Conditions**

1. Office, retail store, and gallery environment; standard hours within 8:00 a.m. to 6:00 p.m., Monday through Friday with extended hours and weekends probable. Must be able to walk and stand for up to two hours and have the ability to bend, stoop and reach. Some daytime and overnight travel may be required. The noise level in the work environment is usually moderate. Must be able to lift 25 pounds.

**Revised/Approved Date: December 2018**

**Employee signature and date:** \_\_\_\_\_

**Supervisor's signature and date:** \_\_\_\_\_