

ANCHORAGE MUSEUM ASSOCIATION

Title: Museum Store Manager

Reports To: Director of Guest Experience & Museum Services

FLSA Status: Exempt

EEO Class: First/Mid Offs & Mgrs

Approved by: Museum Director/CEO

The Anchorage Museum connects people, expands perspectives, and encourages global dialog about the North and its distinct environment. Exploring the intersection of art, history and science, the Anchorage Museum shares multiple perspectives and experiences that tell a greater story. We welcome diverse perspectives and recognize all are enriched when a diversity of voices, viewpoints, and skills are included and engaged in the work we do.

Summary Position Statement

Under general supervision of the Director of Guest Experience & Museum Services, this position plans and directs the day-to-day operations of the Museum Store. The Museum Store Manager develops strategies to represent the Museum's mission and vision through a retail lens, improve customer service, drive store sales, and increase profitability.

Essential Functions

- Create and maintain an image for the Store that resonates with the Museum mission and with customers
- Ensure that the Store aesthetically aligns with the Museum design and content values and features distinct, creative and high-quality products, including products original to the Museum and its collection
- Manage the Store Assistant Manager prioritize Store workflow
- Guides and supports Visitor Services Assistants as they work in the Store
- Conceptualize, design and implement window and in-store displays
- Feature products for both brick-and-mortar and online Store formats
- Oversee the purchase/buying of store product and manage receiving
- Oversee product placement and ensure high-quality visual aesthetics for the Store that align with the Museum's art and design standards
- Oversee Alaska Native art and crafts buying
- Communicate concerns and issues with store operations to the Director of Guest Experience and Museum Services
- Ensure that each Museum visitor receives outstanding customer service by providing a friendly environment which includes greeting and acknowledging every visitor, answering questions, maintaining high standards, and thorough Museum exhibition and program knowledge

- Responsible for accurate cash accounting and reporting including bank deposits and daily cash reconciliation on a set schedule, complete with required paperwork
- Develop and manage the Museum Store budget with the Director of Guest Experience and Museum Services
- Ensure customer needs are met, complaints are resolved, and service is quick and efficient
- Ensure all products and displays are merchandised effectively to maximize sales and profitability
- Forecast staffing needs and develop a recruiting strategy to provide optimal staffing in all areas
- Manage and lead an inventory
- Train staff on accurate data-entry processes and POS systems
- Handle visitor, donor, and artist information with utmost confidentiality
- Increase customer traffic and sales in the Store
- Monitor sales, resolves discrepancies, prepare, reconcile, and record cash receipts for deposit, and prepare sales reports
- Design and create store displays that support current exhibitions and events
- Act as main point-of-contact for individual artists with items in the store and other vendors of consignment items
- Participate in the development and implementation of on-floor sales promotion campaigns
- Participate in the establishment and implementation of general marketing plans and programs for the enterprise
- Monitor general housekeeping cleanliness within the area; ensure that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained
- Manage revenue opportunities, such as to encourage customers to “round up” sales
- Work with major museums events such as Polar Bazaar, Design Week and North x North

Non-Essential Functions

- Open and close the cashier stations in accordance with scheduled hours
- Research and develop design and product ideas to keep the Store image fresh, relevant and distinct
- Work within budget
- Meet deadlines
- Assist and educate staff on best practices as needed
- Create pop-up stores for special events and seasons to increase sales opportunities and visibility
- Other duties as assigned

Knowledge, Skills, Abilities

- Knowledge of cash management principles and/or procedures
- Ability to communicate effectively, both orally and in writing
- Knowledge of customer service standards and procedures
- Ability to analyze and solve problems
- Knowledge of retail stock management and control principles and procedures
- Ability to read, understand, follow, and enforce safety procedures
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments
- Knowledge of retail floor sales techniques
- Ability to operate a computerized cash register
- Ability to foster a cooperative work environment
- Knowledge of retail advertising, sales promotion and/or visual merchandising techniques
- Employee development and performance management skills.
- Knowledge of basic fiscal and personnel management principles.
- Knowledge of legal requirements for ivory sales
- Knowledge of Alaska Native cultures
- Creativity and understanding of design principles and aesthetics
- Knowledge of industry trends and forecasts
- Promotion/product design skills
- Ability to work on short- and long-range goals
- Ability to communicate effectively with artists, staff, volunteers, and the public to reflect a positive and professional image for the Museum
- Ability to use basic office equipment effectively, such as computers, copiers, printers
- Effective organizational skills to coordinate projects and inventory control

Qualifications

- Bachelor's degree in art, business, design, or related field preferred
- Two years' experience in management and retail sales

Employee Expectations

As an AMA employee, the incumbent is expected to model the following traits:

- Foster and maintain open communication and collaboration and actively engage in the exchange of ideas and maintaining constructive relationships
- Initiative and creativity in all aspects of the position
- Lead by example by maintaining a high standard of professional ethics and conduct
- Treat everyone with dignity and respect
- Support and uphold the policies, procedures of the AMA

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required.

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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear. The employee is regularly required to stand; walk; and occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are typical of an office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.