

Job Announcement

Manager of Retail Operations

Position Summary:

The Manager of Retail Operations is a full-time position that will assist in overseeing daily operations of the NMWA Museum Shop and online store. Primary responsibilities include, but are not limited to, financial and administrative functions, opening and closing the store, managing and training Museum Shop staff, maintaining inventory levels, visual merchandising, coordinating for special Shop events, and implementing sales strategies to achieve revenue targets. The Manager of Retail Operations will help ensure that the Museum Shop provides a welcoming, engaging, and memorable shopping experience for visitors while generating revenue to support the museum's mission. This position is highly collaborative, and a successful manager will need to have strong communication and management skills.

This position reports to the Director of Retail Operations and will have three to six part-time direct reports.

Responsibilities:

Functions may include, but are not limited to:

- Liaise with Director of Retail Operations in monitoring sales performance, market trends, and customer targets.
- Help develop and implement strategies to increase revenue and profitability of the museum's retail operations.
- Keep informed of industry trends, potential products, artists, and sales strategies.
- Collaborate with the museum's digital and marketing teams to develop promotions and campaigns to drive sales.
- Train and supervise a team of retail staff to ensure excellent customer service and maintain a positive work environment.
- Develop visual merchandising strategies based on exhibitions, season, current promotions, and inventory in stock.
- Communicate effectively with part-time sales staff to make sure visual standards are being upheld through restocking, cleaning, and other duties as seen fit.
- Prepare daily reconciliation reports and deposits.
- Maintain inventory control and management.
- Ensure compliance with all retail policies, procedures, and standards, including inventory control, cash handling, and safety protocols.
- Assist in coordinating orders to ensure stock levels are at target levels.
- Place reorders and receive inventory in a timely manner.
- Communicate with vendors as necessary.
- Help coordinate management of point-of-sales (POS) system.
- Generate inventory and other reports as required.
- Maintain online shop by uploading new products and removing sold out products from view.
- Photograph new merchandise items to upload onto the online shop site.

Qualifications:

A minimum of three years of experience in a retail management role is required. Previous experience in a museum store or a similar cultural institution is highly desirable. Experience in visual merchandising, inventory control, and sales analysis are essential. The successful candidate will demonstrate the following skills/experience:

- Strong verbal and written communication skills required. The candidate should be able to effectively communicate with team members, museum staff, and customers. Additionally, strong interpersonal skills are necessary for building relationships with vendors, artists, and other external stakeholders.
- Strong leadership skills highly preferred. Should possess the ability to communicate and motivate a team, delegate tasks effectively, and provide guidance and support.
- Organizational skills, detail-oriented mindset, and strong time-management skills highly preferred.
- Ability to problem solve required. The ideal candidate should be a proactive problem solver capable of identifying and resolving issues that arise in a fast-paced retail environment.
- Expertise in sales and merchandising highly preferred. Demonstrated experience in driving sales and achieving revenue targets. The candidate should have a strong understanding of visual merchandising principles and possess the ability to create captivating displays.
- Efficient computer skills with experience in retail management and POS software required. Must be proficient in Microsoft 365 (primarily Outlook, SharePoint, Word, and Excel).
- Experience in inventory management systems and practices required. The candidate should have experience in stock control, purchasing, and conducting regular inventory audits.
- Business acumen highly desired. The candidate should be adept at analyzing sales data, monitoring key performance indicators, and making data-driven decisions to optimize the Museum Shop's performance. Experience with budgeting, forecasting, and profit maximization is highly desirable.
- Exceptional customer service skills highly desired. The candidate should have a friendly and approachable demeanor with a proven track record of delivery high-quality customer experiences.

If much of this job description describes you, then you are highly encouraged to apply for this role, even if you don't meet 100% of the qualifications. We recognize that it is highly unlikely for an applicant to meet 100% of the qualifications for a given role, and that every candidate brings unique experience and qualifications to a role. We are excited to meet you!

Compensation

The starting salary range for this position is \$52,000 to \$60,000 annually and includes a benefits package.

To request accommodations in the application or hiring process, please notify NMWA's Human Resources department at hr@nmwa.org.

The National Museum of Women in the Arts is an equal opportunity employer. To comply with tax and legal obligations all candidates must reside in Washington, D.C., Maryland, or Virginia. Candidates must be legally eligible to work in the U.S. without visa sponsorship by NMWA.