

Museum Store Manager

Job Description

This is a part-time 20-25 hr/week position starting at \$15 an hour. This position manages sales, marketing, and public relations for the Museum Store. The Museum Store Manager is employed by the Ephrata Cloister Associates and works under the supervision of the Museum Store Liaison and the Personnel Committee of the Ephrata Cloister Associates.

Required Knowledge, Skills, and Abilities

- An understanding of the mission of the Ephrata Cloister site
- General knowledge of the subject matter and site history and the ability to communicate same to visitors in a professional and meaningful manner
- Professional experience in museum/gift/retail establishment in overall managing, buying, visual merchandising, budgeting, pricing, public relations, online wholesale, management of paid and volunteer staff and vendor relations in keeping and understanding the importance of relating merchandise to the history and goals of the Ephrata Cloister site.
- General knowledge of standard retail concepts and practices, and of merchandising concepts and strategies
- Ability to manage staff and volunteers
- Technical skills in Microsoft Word, Outlook, and Store Live Point of Sale software.
- Excellent verbal and written communications skills
- Professional demeanor with excellent interpersonal skills and adaptability

Education/Experience

- The Museum Store Manager will preferably have a college degree in marketing, merchandising, business or retail, or equivalent experience
- The Museum Store Manager should have professional experience in a gift shop, department store, or similar retail establishment, at a level that included shop management, buying, visual merchandising, budgeting, price setting, personnel management, public relations and/or merchandising responsibilities

Key Responsibilities and Accountabilities

- Select appropriate and marketable merchandise for the store, related to the museum's vision and mission statement
- Produce educational product information for the merchandise in the form of cards, tags or package information and signage
- Handle mail orders, wholesale orders, and website orders
- Maintain good customer and vendor relations
- Work with Store Live Point of Sale system for ordering, receiving, accounts payable and receivable, and maintaining inventory information such as vendors and quantity on hand
- Maintain an attractive store appearance with effective merchandise presentation
- Have a thorough knowledge of stock warehousing, learning pertinent information concerning various craftsmen whose items are represented in the store

- Maintain and evaluate all store records including daily sales receipts and prepare monthly reports for the Board of Directors and other reports as requested
- Set retail prices and markdowns/sales
- Train new employees and volunteers; create and maintain a work schedule for all volunteer and paid staff
- Attend regular staff meetings to coordinate store activities with museum programs, events, and fundraisers

Work Environment/Physical Demands

- Flexible work schedule with primarily daylight hours; may include evening and weekend hours as per special event programming at the site
- Must have the physical ability to lift up to 20 lbs.
- Must have valid driver's license
- Must have federal, state, and local clearances