

ORGANIZATION: New Bedford Whaling Museum
LOCATION: New Bedford, MA
THE POSITION: Museum Store Manager

Position Description

The Store Manager for the New Bedford Whaling Museum (NBWM) is a regular, full-time position with benefits. S/he manages all aspects of the store's operations to provide a valuable experience for museum visitors as well as meet the sales, revenue, and profit goals of the museum store. The position includes selection and marketing of innovative, engaging, and relevant merchandise that appeals to museum visitors and reflects the museum's mission and institutional priorities. This position reports to the Chief Financial Officer.

Essential Functions

- Manages all aspects of store operations including selection and purchasing of merchandise.
- Responsible for store appearance including all displays and marketing of merchandise.
- Manages all store employees including hiring, training, reviewing and scheduling of all sales associates work.
- Assures customer service is in line with the NBWM standards of offering an excellent experience to all visitors.
- Manages all aspects of merchandise inventory including sales activity and stock levels.
- Manages receipts from daily sales and prepares deposits for finance.
- Processes all merchandise invoices and submits to finance for payment.
- Manages online store inventory and ensures that featured products are available for online sales.
- Communicates with other museum departments assuring merchandise reflects the Museum's collection, special exhibitions, and programming.
- Collaborates with the Marketing department to develop brochures, advertisements, and other promotional materials.
- Attends gift trade shows, researches industry trends and other museums as needed.
- Works on the sales floor as a sales associate as needed.

Knowledge-Skills-Abilities

- Experience with QuickBooks, QuickBooks Point of Sale, or other similar financial software.
- Proficiency with Microsoft Office suite and Google suite.
- Ability to interact comfortably with others and to develop and maintain a positive working relationship with coworkers and customers.
- Demonstrates a commitment to provide quality service and maintaining customer satisfaction.
- Ability to set, plan, and coordinate various work activities in order to meet deadlines and goals.
- Ability to work without close supervision to ensure that work tasks are completed on time and with high quality.
- Willingness to work weekends as needed.
- Ability to lift and move objects up to 25 lbs.

Qualifications and Requirements

- Bachelor's degree in marketing, retail, or business related area.
- Minimum of 3 years in retail management and total of 5 or more years in the retail environment.
- Valid driver's license.

APPLICATION INSTRUCTIONS: Send resume, cover letter, and salary requirements to Michelle Taylor, Chief Financial Officer/Chief Administrative Officer, at mtaylor@whalingmuseum.org. New Bedford Whaling Museum is committed to diversity among its employees and encourages qualified candidates from all backgrounds to apply.