

The Valentine Employee Job Description

Position Title: Museum Store Manager¹

FLSA Status: Non-Exempt²

Job Objective: The Museum Store Manager is responsible for managing the day-to-day functions of the Valentine museum store and First Freedom Center store. Museum Store Manager will oversee the planning and operation of the Museum Store(s) in an efficient and effect manner with attention to maximizing profitability while furthering the Museum's mission and will be responsible for assisting with the processing of financial transactions.

Reporting Supervisor: Director of Finance & Human Resources

Positions Supervised: None

Responsibilities and Duties

Museum Store:

1. Assist in creating an annual business plan that includes a merchandizing direction, inventory control standards and practices, customer service standards and practices, budget and other strategies to maximize earned income
2. Develop and ensure adherence to policies and procedures related to Museum Store retail operations.
3. Collaborate on the development of custom products that reflect the Museum's brand identity, further the visitor experience, and contribute to elevating the Museum's visibility.
4. Manage special retail events and assist with promotional marketing throughout the year to increase earned revenue and raise the museum's visibility in the community.
5. Set qualitative and quantitative performance benchmarks to meet overall strategic retail goals.
6. Track and analyze sales reporting on a daily basis and identify retail trends
7. Train Visitor Services Associate staff on merchandising procedures to include but not limited to sales, displays and presentation.
8. Curate the museum store with unique merchandise, including books, jewelry, home goods, clothing, children's items that promote the Valentine mission and current exhibits.

¹ DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

² FLSA stands for the Fair Labor Standards Act, which was enacted by Congress in 1938 and is under Federal Wage and Hour statutes. An exempt employee is not paid for overtime hours worked. There are three categories under which an employee may be considered exempt. They are administrative, executive, and professional. These categories generally define an exempt employee as one who customarily and regularly exercises discretion and independent judgment in the performance of his/her duties.

**The Valentine
Employee Job Description**

9. Manage and track inventory of all museum store items utilizing central Point of Sale System and identify bestselling and underperforming products.
10. Cultivate relationships with local artisans to add new products that promote Richmond culture and history.
11. Negotiate pricing and nurture client and vendor relations with merchants and buyers.
12. Work within a budget to purchase all inventory for museum store.
13. Utilize functions of QuickBooks to oversee purchase orders, invoices, receiving etc.
14. Meets with programmatic staff members to learn about exhibitions, events and programs, in order to stay abreast of all museum activity.
15. Attend appropriate staff meetings.
16. Organize regular sales cycle for all merchandise.
17. Work independently to organize display of merchandise in the shop per season/exhibition.
18. Keep detailed and organized financial records of expenses and sales.

First Freedom Center Store:

1. Oversee all inventory and merchandising of the First Freedom Center store.
2. Train Visitor Services Associate staff on merchandising procedures to include but not limited to sales, displays and presentation.
3. Identify strategies to make the First Freedom Center more profitable.

Other

1. Participate in Wickham House Tour and Front Desk training to provide backup support as needed at both locations.
2. Attend and participate in team meetings including: Visitor Services and Collections and Interpretation.
3. Participate in Board Committee meetings as necessary.
4. Attend team/staff activities and Board meetings as possible and as needed.
5. Ability to work on weekends, holidays and evenings.
6. Perform other related duties and support as needed.

Minimum Qualifications:

1. 3+ years of relevant work experience; i.e. retail management.
2. Experience as a merchandise buyer, taking inventory in a retail setting and financial recordkeeping.
3. Strong project management skills, experience in successfully coordinating multiple project activities, and managing project deliverables and deadlines.
4. 4 years of customer service experience.
5. Bachelor's degree related to relevant work experience.
6. Strong computer skills and knowledge of Point of Sales operations and QuickBooks is required.

**The Valentine
Employee Job Description**

7. Excellent oral, written and presentation skills; strong follow through with high level of organizational, analytical and problem solving abilities.
8. Ability to articulate the mission of the Valentine and partners activities, programs, and services; interpret museum policy and procedures for the visitor; ability to effectively handle situations when problems occur.
9. Ability to establish and maintain effective working relationships with staff, volunteers and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues.

Physical Demands: The Museum Store Manager must be physically able to stand and walk with a group for a minimum of 30 minutes and be able to climb narrow stairs. While performing the duties of this position, the Store Manager is regularly required to reach with hands and arms, speak for extended periods of time and listen. Museum Store Manager maybe occasionally asked to lift and carry objects such as books or files weighing up to 50 pounds. Specific vision abilities required by this position include close vision and the ability to focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation & Work Hours

1. Part-time hourly position
2. 20-25 hours weekly
3. Hourly wage commensurate with experience
4. Structured monthly retail sales commission