Millicent Rogers Museum
Museum Store Manager

Classification: Salaried, exempt, fulltime
Salary Range: $45,000 - $55,000
Compensation: Healthcare benefit, PTO, 401K + more
Reports to: Executive Director

Summary:
The Store Manager position is an exciting opportunity for a person who is committed to providing our visitors with excellent customer service, engaging with the Museum experience, and purchasing high quality items from the Southwest. The Millicent Rogers Museum store has a reputation for excellent, one of a kind contemporary and vintage Southwest jewelry, textiles, pottery, and devotional art. The Museum seeks to build its team with innovative staff who will maintain our standards and hallmarks of integrity, excellence, and dedication to guests, colleagues, and mission.

Essential Duties and Responsibilities:
- Responsible for all aspects of inventory, supplies, purchasing, inventory control and merchandising both onsite and e-commerce.
- Oversees daily operations and sales reconciliation within POS system, tracking/deposits.
- Manages all facets of part time store staff, including but not limited to scheduling, hiring, and performance management.
- Cultivates, trains and supports volunteers to support the store.
- Prepares an annual budget, monitors trends, submits monthly budget reports, and conducts annual inventory.
- Strives for strong net profits and strong customer relationships.
- Manages consignment merchandise and consignee payouts.
- Contributes to Client Book the names of potential return customers, following up on customer inquiries for merchandise information.
- Works with marketing personnel to establish appropriate promotions, advertising, and print, web, and social media material.
- Establishes relationships with vendors and artists to create the appropriate range of merchandise available for sale, consistent with mission.
- Maintains the highest customer service levels.
- Handles all customer service problems quickly and effectively.
- Seeks new sales avenues in conjunction with the mission and direction of the Museum, including growth strategy to include e-commerce.

Qualifications:
- The ideal candidate will have a degree in business marketing, retail, and/or related experience, excellent organizational, management, and computer skills, and at least five years of retail experience including management, merchandising, purchasing, promotion.
- Excellent interpersonal skills to work with a variety of artists, vendors, clients, volunteers and staff. Must work well as part of the staff team.
- Excellent computer skills using Office, adept at operation of a POS system and other data base systems, sales report generation, inventory control, and e-commerce implementation.
- Some regional travel may be necessary. Some weekend and evening work is required.

**Knowledge, Skills, and Abilities Required:**

- Enthusiasm and commitment to the mission and vision of the Museum as well as being positive, acting courteously and respectfully with both internal and external individuals.
- Self-starter, willing to proactively identify key priorities and implement solutions. The position carries multiple, competing priorities.
- Ability and desire to learn about the arts, cultures and vendors represented by the Museum and the Museum Store.
- Present a professional presence to all, maintaining that composure during busy periods.
- Ability to work well with persons of diverse cultures.
- Commitment to the principles of Diversity, Equity, and Inclusion in all dealings with staff, volunteers, customers, vendors, and community.
- Ability to work with periods of low or of high visitor activity in the Store.
- Ability to multitask, such as assist multiple customers, answer questions, answer phone, complete a sale.

**Working Conditions and Physical Effort Required:**
Position is in a windowless environment.
Exposure to diverse materials such as clay, natural fibers, metals.
Requires standing on feet for extended periods of time.
Must be able to lift 35 pounds.
Requires moving about the Store.
Requires bending, reaching, lifting, carrying, unpacking, packing, sorting, stacking, etc.
Requires fine motor skills for typing, packing, and handling small merchandise.

Applications will be accepted until the position is filled.
References will be requested during the interview phase.

**To apply**, email your resume and cover letter to:
executivedirector@millicentrogers.org

*The Millicent Rogers Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, or gender identity.*