Museum Gift Shop & Bookstore Manager

Job Description

JOB SUMMARY

The Historic Deerfield, Inc. Museum Gift Shop & Bookstore Manager is responsible for all aspects of the operations of the store. The position drives all aspects of sales & guest service with the goal of meeting or exceeding sales and profitability goals. This position, reporting to the Chief Financial Officer, is a full-time, benefit eligible position with a starting salary range of $37,500-42,000.

CORE DUTIES

Sales and operations

- Directs and leads all aspects of the sales team
- Drives sales and customer experience personally and leads by example to others
- Teaches and demonstrates selling techniques
- With the support of the Business Office, determines and fills staffing needs.
- Creates weekly schedule
- Drafts the annual budget based on sales and expense projections
- Sets up monthly promotions and resets the store seasonally for appropriate look & feel
- Maintains the store website and establishes a vibrant on-line sales presence
- Works closely with the Associate Director of Marketing and Communications on marketing matters
- Ensures wholesale orders are fulfilled in a timely manner
- Develops synergies between the Store, the Deerfield Inn and the Museum to boost sales and demonstrate connections between those entities

Merchandise and inventory

- Responsible for the successful ordering, pricing, and receiving of inventory. Delegation of these duties may be necessary.
- Creates monthly inventory reports and manages the annual physical inventory

KNOWLEDGE, SKILLS, AND ABILITIES

- Minimum 3 years of sales and retail management experience (in a historical attraction industry is a plus)
- Demonstrated competencies in the areas of influencing & communicating, process and procedures management, and results orientation
- Excellent oral, written, interpersonal and presentation skills
- Strong computer proficiency and attention to detail
- Commitment to customer service and diplomacy
- Possesses integrity and ethics
- Able to work in a team environment, as well as individually
- Demonstrated ability to multi-task
- Frequent calculating, interrupted work on a variety of interrelated tasks, and use of sustained concentration, reasoning, judgment, resourcefulness, analytical ability, and ingenuity

**PHYSICAL REQUIREMENTS**

- Frequently stand/walk, sit, perform desk-based computer tasks, use a telephone, and grasp lightly/fine manipulation.
- Occasionally twist/bend/stoop/squat, reach/work above shoulders, grasp forcefully, writing by hand, sort/file paperwork.
  * - Consistent with its obligations under the law, the Museum will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of their job.

**WORKING CONDITIONS**

- Work is performed primarily in an interior environment
- Occasional travel on campus to departments/buildings or to local off-campus locations
- Flexibility in work schedule is necessary. The role may be required to work on holidays, weekends, and for extended hours, with minimal notice and as required by operational considerations.

**About Historic Deerfield**

Historic Deerfield, Inc., a not-for-profit museum of American history and material culture in western Massachusetts.