

# Flint Institute of Arts

## Retail Services Manager

### Job Description

<b>Title</b>	Museum Shop Manager
<b>Department(s)</b>	Member & Guest Relations
<b>Reports to</b>	Director of Member & Guest Relations

**Job summary:** This Full Time/Exempt position is responsible for the day to day operations of the Flint Institute of Arts Museum Shop. This position is also responsible for providing visitors with excellent service and generating earned revenue for the museum. Tuesday-Saturday, 9-5, with occasional late nights and Sundays required.

#### Summary of essential job responsibilities:

- Hiring, training, scheduling, and supervising 2 employees in the Museum Shop.
- Buying relevant, mission-related merchandise for touring exhibits, permanent collections, and new/specialty items for the Museum Shop all while staying within the annual budget. This includes utilizing sales representatives and vendors via internet, catalog, as well as national, regional, and/or local wholesale markets as needed
- All cash handling responsibilities
- Manage all aspects of retail policies, visual merchandising, consignment merchandise, pricing, inventory control/flow, loss prevention, and a computerized and online point of sale system
- Responsible for maintaining an accurate inventory database
- Responsible for working with vendors/curatorial department on custom merchandise related to the museum's collections and exhibitions
- Organize book-signings and customer promotions
- Responsible for all department accounting, administrative, and operational duties
- Develop content and write copy for marketing materials
- Keep retail store, retail office and retail storage areas in an organized clean workable condition

**Minimum requirements:** A bachelor's degree in a related field and/or 5 years of experience in successfully managing retail stores. Experience with independent and/or specialty retail stores preferred. Art History degree or experience highly desirable. Exceptional customer service, highly organized, detail oriented. Experience with Counterpoint POS system and Shopify online store. Experience with display, merchandising and promotional strategies. Must be available to work evenings, weekends, and special events, as needed.

**Abilities required:** Must possess the ability to work in a general office environment, lift up to 50 lbs., and stand for long periods of time.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**To apply:** Email your resume and cover letter to Sarah Mullane at [smullane@flintarts.org](mailto:smullane@flintarts.org). No phone calls please.