

ASHEVILLE ART MUSEUM

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Museum Store Associate

Updated 2/7/2020

Organization

The Asheville Art Museum, established in 1948, engages, enlightens and inspires individuals through exhibitions and programs developed for all ages that interpret its Collection of American art of the 20th and 21st centuries. Anchoring the center of lively downtown Asheville in the Blue Ridge Mountains, the Museum serves the entire Western North Carolina region and visitors from around the world. The Museum has recently completed a multiyear expansion and renovation, and opened the new facility in November 2019. Staff will have the unique opportunity to be part of the professional team that will shape the future of this essential community resource.

Position Description

The Museum is looking for a **Museum Store Associate** to facilitate the daily operations of the Museum Store and welcome desk. The Museum Store Associate is responsible for overseeing all aspects of the Museum's retail and online Stores, as well as assisting with the Museum's visitor services staff and volunteers. The Museum Store Associate will report to the Director of Finance & Operations.

Primary Responsibilities/Essential Functions (including but not limited to)

- Oversee all aspects of the Museum's retail and online stores.
- Craft long-term merchandising plan, including but not limited to research, purchasing, product development, consignment, inventory, display, profit margin, and shipping and handling.
- Daily management, planning, purchasing, and reporting of all sales in the Museum's on-site and online retail stores.
- Closely coordinate with other Museum departments regarding information, sales, planning, and promotion of merchandise related to exhibitions, education, public programming, and special events, etc.
- Regularly analyze sales trends to determine product turnover, and manage inventory accordingly.
- Closely coordinate with Museum Store committee for research, product development, inventory, display, merchandising, and sales analysis.
- Work closely with the Director of Finance & Operations to develop and implement policies and procedures to ensure excellent cash, check, and credit card handling, controls, and reconciliation.
- Work closely with the Director of Finance & Operations in planning, management, and reporting of annual budgets and achieving net-income goals.
- Act as a key holder for the Museum, welcome desk, and Museum Store.

- With the Visitor Services Associate, be responsible for following opening and closing procedures for the Museum, welcome desk, and Museum Store. Ensure that staff and volunteers are trained and able to follow these procedures.
- With the Visitor Services Associate, be responsible for all managerial duties for the welcome desk and Museum Store.
- With the Visitor Services Associate, ensure courteous, informative, and timely admission and interaction for Museum visitors including the training and supervision of volunteers and staff in the Museum Store and the welcome desk.
- With the Visitor Services Associate, multitask and supervise welcome desk and Museum Store operations, staff, and volunteers.
- Record and manage daily visitor and Member statistics.
- Be comfortable operating all aspects of the point-of-sale system for welcome desk and Museum Store.
- Assist Members with purchasing new memberships and renewing expired memberships.
- With Membership Manager, be comfortable working in donor database to look up Member data to assist Members with questions.
- Supervise staff, including acting as a team leader to assure all Museum Store and welcome desk staff and volunteers provide the highest level of customer service and fulfill all job responsibilities as required.
- With Visitor Services Associate, regularly analyze admission and sales trends to determine product turnover and manage inventory accordingly.
- Coordinate with building staff and Gallery Associates to ensure and streamline daily operations.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.
- Train and schedule volunteer staff for the Museum Store.

Special Requirements

This year-round, full-time position with full benefits will require weekend, evening, and holiday hours. The position will require some heavy lifting and movement of merchandise. Must have a valid driver's license, be able to lift items up to 30 pounds, handle tools or controls, and tolerate moderate noise levels.

The ideal candidate will be detail-oriented; able to communicate well with Visitor Services Associate to execute strategic initiatives and improve Member and visitor interaction and sales; able to provide feedback to ensure the best customer experience possible; be outgoing, positive, and friendly towards Members, visitors, volunteers, team members, and Museum staff; and comfortable working in Microsoft Office Suite programs. Experience in a museum store or specialty store environment is preferred. An interest in art and/or museum history is a plus, and/or a willingness to learn about American art.

Qualifications & Skills

- Minimum of 5 years' experience in retail management, purchasing, and product development.
- Team leader.
- Willing to work a flexible schedule of days, evenings, weekends, and holidays.

- Creativity, entrepreneurial motivation, excellent communication, leadership, customer service and analytical skills
- Demonstrated experience with point-of-sale systems and online merchandising

To apply, send resume, cover letter, and three references to mailbox@ashevilleart.org with "Museum Store Associate" in the subject line.

Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity: Asheville Art 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, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.