

ASHEVILLE ART MUSEUM

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Job Posting: Museum Store & Visitor Services Manager

Updated: 1/30/2019

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 residents of the Southeast and Western North Carolina region, as well as, visitors from around the world. The Museum will soon complete a multiyear expansion and renovation and will open the new Museum in spring 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 Store & Visitor Services Manager** is responsible for overseeing all aspects of the Museum's retail and online stores, Visitor Services staff, and Museum volunteers.

As the Museum prepares for its reopening in late spring 2019, after a major renovation and expansion, the task of branding, merchandising, and developing of the Museum's retail presence will be a critical undertaking for this position. The **Museum Store & Visitor Services Manager** will take the lead in shaping the Museum's retail and Visitor Service's presence.

The **Museum Store & Visitor Services Manager** will manage the daily operations of the Museum Store which includes customer interaction, sales, and management of Museum Store and Visitor Services staff and volunteers. This position is responsible for budgeting, planning, merchandising, and branding the Museum Store by maintaining a mix of product that maximizes the Stores' revenue and supports the Museum's mission.

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

- Craft new long-term merchandising plan including purchasing, product development, consignment, inventory, display, profit margin, shipping and handling.
- Training and supervising informed and cordial Visitor Services staff and volunteers including admissions, sales, member services, visitor surveys, and maintaining statistics on visitation.
- Daily management and scheduling of staff and volunteers assisting in the admission and assistance of visitors and members to the Museum.
- Daily management, planning, merchandising, purchasing, posting, updating, and reporting of all sales in the Museum's on-site and online retail stores.
- Daily recording and management of visitor and member statistics. Regularly analyze sales trends to determine product turnover and manage inventory accordingly.
- Recruit, train, schedule, and supervise other retail staff as necessary.

- Coordinate closely with other Museum departments on visitor information, sales, planning, and merchandising pertaining to the Museum's Collection and exhibitions, events, educational programming, membership, fundraising, communications, and outside rentals.
- Manage the Museum's point-of-sale program and be proficient with the Museum's constituent database, with provided training.
- Work closely with the Museum's financial officer in planning, management, reporting of annual budgets, and achieving net income goals.
- Work closely with financial officer to develop and implement policies and procedures to ensure excellent cash, check, credit-card handling, controls and reconciliation.
- Coordinate with building staff and gallery attendants/security.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.
- Duties, responsibilities, and activities may change at any time with or without notice.

Special Requirements:

- The year round, full-time position with full benefits will require weekend, evening and possible holiday hours. The position will require some heavy lifting and movement of merchandise. Hours may vary.

Education/Experience:

The ideal candidate will have:

- A minimum of five years' experience in retail management, purchasing and product development.
- Demonstrate experience in brand development, merchandising, and sales management is required.
- Creativity, entrepreneurial motivation, excellent communication, leadership, customer service and analytical skills are required.
- Working experience with Microsoft Office (e.g. Word and Excel).
- Demonstrated experience with POS systems and online merchandising.
- Experience in a Museum Store or specialty store environment is preferred.

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

Equal Employment Opportunity: The 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.