



Position Title:	Visitor Services & Store Manager
Reports To:	Executive Manager
Supervises:	Seasonal Store Associate
Oversees:	Volunteers
FLSA Status:	Non-Exempt
Last Revised/Approved:	March 2018

POSITION SUMMARY:

Under the direction of the Executive Manager, the Visitor Services & Store Manager is responsible for front desk operations, answering the phone for the Museum, and managing the retail store.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Greets and orients visitors at the Front Desk; sells admission tickets, and promotes and sells memberships.
 2. Answers the telephone for the Museum, providing information, answering questions, transferring calls to other staff, taking messages, etc.
 3. Manages the Museum's retail store, including the following duties:
 - a) Maintains store stock and prepares merchandise orders; buys merchandise from wholesale vendors; handles special order requests; attends trade shows.
 - b) Receives merchandise and creates purchase orders.
 - c) Creates displays for boosting store sales.
 - d) Manages the budget.
 - e) Waits on customers, processes sales and operates POS computers.
 - f) Fulfills online orders.
 - g) Performs bi-monthly store safe audits.
 - h) Balances cash requests for both store registers prior to event weekends.
 - i) Creates, submits and files Daily Sales Reports, as well as end of year Inventory Reports.
 4. Maintains a clean and neat Front Desk and Store.
 5. Assists with Museum opening and closing as needed.
 6. Stays informed of the Museum's daily operations, exhibits, and events.
 7. Acts as security for front of house area.
 8. Oversees seasonal staff and trains new hires and volunteers for the Front Desk and the Store.
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GENERAL EXPECTATIONS:

1. Maintain confidentiality.
2. Ability to work both independently and as part of a team.
3. Exhibit excellent judgment and integrity.
4. Perform required amount of work in a timely fashion with a minimum of errors.
5. Demonstrate a strong work ethic in terms of reliability and dependability.

6. Exhibit a high degree of planning and forethought, along with an ability to multi-task.
 7. Abide by all safety regulations applicable to the position.
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QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following experience and skills are considered essential:

- At least two years of retail, customer service experience required.
- Supervisor experience preferred.
- Good communication and customer service skills; ability to work with a diverse group of people.
- Record keeping and cash handling skills.
- Basic math and computer skills, with attention to detail.
- Good time management and organizational/prioritization skills in order to maximize productivity and meet deadlines.
- Ability to work independently and as part of a team.
- Problem solving and multi-tasking skills.

Education Requirements: The following education requirements are considered essential:

- High School education, or the equivalent, required; post secondary, related education preferred.
- Possession of a valid Driver's license.