



Position: Vice President of Retail

Classification: Full-time; Exempt

Reports to: President/CEO

Posted October 08, 2021

General Summary

The Vice President of Retail provides leadership and direction to all operations of the Museum of New Mexico Foundation (MNMF) Shops, including website, warehouse, wholesale operations, and staff at five locations. Gift shops currently include the New Mexico Museum of Art, New Mexico History Museum, Museum of Indian Arts and Culture, and Museum of International Folk Art. This position is responsible for overseeing all aspects of retail operations for MNMF.

Essential Functions & Responsibilities

- Manage and direct a multi-store operation
- Responsible for all aspects of a retail business
- Manage and direct the MNMF Shop's Wholesale business
- Create current and long-term strategies to increase revenue and net income from the retail operations and to achieve budget performance metrics for net sales, profitability, gross margin, cost of goods, and expenses
- Develop the sales, turnover, markup and net income plan for the departments while adhering to budgetary guidelines
- Report monthly departmental sales, stock and turnover plans by shop and monthly net income and expense line-item plans
- Oversee merchandise for all shops and ensure the merchandise supports the museum
- Oversee purchasing and reorder of merchandise for all shops which includes timely ordering and appropriate stock levels
- Coordinate the annual inventory and report to the Vice President of Finance
- Build rapport and business relationships with vendors and negotiate price reductions and allowances from vendors to increase profitability
- Maintain the shop's websites and shops newsletter
- Maintain, monitor and oversee the accuracy of the Teamwork Commerce and CHQ database.
- Develop visual merchandising standards for all shops and provide necessary signage, display, and product information to the selling managers
- Manage and maintain the shop and warehouse infrastructure which includes communication, data systems, system updates and replacement of equipment
- Manage staff across five locations, including hiring, interviewing, disciplinary action and creating daily schedules, PTO scheduling and PTO planning, coordinating with HR as necessary



- Crosstrain staff and develop succession planning for the retail division
- Oversee volunteers who work in the shops
- Conduct staff meetings on a regularly scheduled basis
- Prepare necessary reports for the President/CEO and Board of Trustees
- Prepare bills for payment; research and resolve payment problems with vendors and coordinate with MNMF financial staff.
- Actively participate in community events such as Folk-Art Market to produce direct income for the shops
- Special projects as assigned

Required Qualifications

- Bachelor's degree with 3 to 7 years' experience in retail operations in a multi-unit environment, or some equivalent combination of experience and education
- Experience in retail management and customer service/public contact positions with the ability to problem solve and strategically plan
- Proven track record of meeting and exceeding sales and financial goals
- Must have proven leadership, interpersonal, and communication skills
- Excellent computer skills, including proficiency in Outlook, Word, Excel, and PowerPoint, POS and merchandizing data systems and e-commerce

Needed Attributes

- A collegial and collaborative leadership style
- Ability to maintain a high level of professionalism at all times, maintaining donor and member confidentiality
- Able to communicate effectively with staff, donors, members, and volunteers
- The ability to work independently and as part of a team
- Positive attitude, patience and tolerance
- Has the resources necessary to stay abreast of current trends, demographic changes and industry best practice
- The ability to be an informed and articulate spokesperson for the Foundation and the divisions and be a passionate advocate for philanthropy

Salary & Benefits

- Salary commensurate with skills and experience, between \$85,000 - \$95,000/yr
- Medical and dental insurance options (80% of premiums covered for employee)



- Life and long-term disability insurance
- Generous paid time off
- 401(a) and 403(b) retirement options
- Complimentary Museum of New Mexico Sponsor-level membership
Includes membership for two adults, and up to four children under age 18, along with membership in the North American Reciprocal Museum (NARM) Association.

To Apply

Please e-mail PDFs of your resume and cover letter to apply@museumfoundation.org, including "VP Retail" in the subject line of your e-mail. *No phone calls please.*

Applications will be accepted until the position has been filled.

The Museum of New Mexico Foundation is an equal opportunity employer.