



Position: Store Manager

Classification: Full-time; Exempt

Supervisor: Vice President, Retail

Salary range: \$24 – 26 per hour

Organizational Information

The mission of the Museum of New Mexico Foundation (MNMF) is to support the Museum of New Mexico system through fund development for exhibitions and education programs, financial management and advocacy.

Job Summary

The Store Manager is responsible for the supervision and management of all shop activities. This includes the efficient and effective operation of the shop and delivering of quality customer service.

Essential Functions & Responsibilities

Financial

- Meet or exceed establish financial goal for sales and profits for their individual shop
- Responsible for the accuracy in cash handling and sales transactions
- Responsible for protection of MNM Foundation and MNM assets and includes the implementation of appropriate loss prevention measures
- Ensure the accuracy of store inventory and stock counts
- Conduct annual physical inventory timely

Sales and Operations

- Manage the day-to-day operations of the shop, ensuring a welcoming and safe environment for our customers
- Provide quality customer service to customers and work to enhance the quality and level of customer interaction
- Keep active file of customer requests and special orders
- Follow opening and closing procedures
- Attend monthly Store Managers meeting with VP of Retail
- Attend and ensure staff attends quarterly MNMF Shops staff meeting
- Manage the shops maintenance and supplies
- Coordinate/partner with other Store Managers on anything needed.



Merchandising

- Maintain appropriate shop appearance, effectively displaying and signing merchandise as per established Museum Shop standards
- Execute all price changes in a timely and expeditious manner
- Attend monthly merchandise meetings
- Communicate customer wish lists to Assistant Buyer and VP of Retail
- Participate in and oversee scheduled special events/book signings within the shop

Personnel and Training

- Train new and current sales associates and volunteers and build staff awareness of policies and procedures which includes customer service techniques, sales building, POS and product knowledge training
- Train staff to build greater sales
- Assist in creating schedule for sales associates and schedule volunteers
- Partner with VP of Retail to conduct Sales Associate annual performance appraisals and complete necessary documentation
- Conducting coaching & counseling with shop employees
- Foster a positive, team attitude that is nurturing, supportive and adaptive to change

Museum Partnerships

- Create and maintain excellent relationships with Museum Staff at all levels
- Assure product features of Exhibit related goods are well placed
- Learn and have your team learn about exhibits
- Act as ambassador to the museum.

Required Qualifications

- 3 to 5 years prior experience
- Possess strong customer service and financial skills
- Familiarity with museums and retail
- Be proficient in Windows, Microsoft Office, Excel, internet functions, and point of sale systems

Preferred Qualifications

- Bachelor's degree



Needed Attributes

- Must be organized and detail oriented with a strong sense of urgency to complete tasks
- Ability to multi-task and represent the museum and foundation in a positive and professional manner
- Must be self-motivated with the ability to initiate and follow through on projects independently
- Dependability and reliability are a must
- Must work as a team player within department, shops, foundation and museum

Working Conditions & Physical Effort

- While performing the duties of this job, the employee is regularly required to talk or hear
- This position requires frequent manual dexterity in combination with eye/hand coordination
- The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus
- The employee is occasionally required to stand and walk
- The employee must occasionally lift and/or move up to 50 pounds
- The noise level in the work environment is usually low to moderate
- Long periods of sitting

To Apply

Please submit a cover letter, resume, and a list of three references to apply@museumfoundation.org. The position will remain open until the ideal candidate is selected. Kindly refrain from making phone inquiries.