



Western Spirit
SCOTTSDALE'S MUSEUM OF THE WEST



Smithsonian
Affiliate

Position: Museum Store Manager

Type: Full time

POSITION SUMMARY

The Museum Store Manager is responsible for the overall operation and management of the retail store within the museum. They will supervise staff, coordinate merchandise sales, and ensure accurate inventory management and reporting. The Museum Store Manager will also be responsible for creating and implementing retail strategies, enhancing customer experiences, and maintaining the retail store in a safe and clean environment.

ESSENTIAL FUNCTIONS

- Oversee day-to-day operations of the Museum Store.
- Maintain accurate records of inventory, sales, and financial transactions.
- Manage the procurement, receiving, pricing, display, and storage of merchandise.
- Ensure adequate stock levels by monitoring inventory and identifying sales trends.
- Work with vendors to source unique and high-quality products.
- Maintain proper visual merchandising standards to enhance shopping experience.
- Provide exceptional customer service to promote a positive and engaging shopping experience.
- Supervise and train Guest Services Associates in aspects of retail customer service, retail sales, and product knowledge.
- Coordinate with Director of Finance on financial record keeping and reconciliations.
- Coordinate with museum staff on events, marketing, and promotions.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Bachelor's degree in business administration, retail management, or related field (preferred) or equivalent experience
- Minimum of 3-5 years of retail management experience
- Excellent customer service skills with proven ability to create a great customer experience
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills, including the ability to multitask and manage a diverse team
- Knowledge of retail operations, including inventory management, purchasing, and visual merchandising
- Experience with Point of Sale (POS) systems and Microsoft Office Suite (preferred)
- Ability to work a flexible schedule, including weekends and some holidays and evenings, as needed
- Passion for museums, art, history (preferred)



WORK SCHEDULE

The Museum store is open 6-7 days per week, depending on the season. Therefore, work schedule is generally a 5-day work week from 8:30am – 5:00pm. A flexible work schedule or additional work hours may be necessary to meet the requirements of this job position, which could encompass evening hours and weekend work because of the events or evening hours the Museum is offering.

PHYSICAL/MENTAL/SENSORY DEMANDS

The work environment is a climate-controlled art museum with display galleries, standard offices, museum shop, and other non-public spaces. Work is performed almost entirely indoors.

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email and through other electronic means. The employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 30 pounds unassisted. The employee is required to identify, observe, and assess visually and comply with Museum health and safety-related protocols. Some travel may be required.

Reasonable accommodations may be made to enable qualified individuals with different abilities to perform the essential functions to the extent the Western Spirit may do so without undue hardship. The term “qualified individual with different abilities” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

SALARY

The salary range for this position is **\$45,000 – \$55,000** based on experience. Variable comp plan possible.

BENEFITS

The Museum provides a comprehensive program of benefits that includes:

- Paid time-off and holidays
- Medical, dental & vision insurance
- Short Term/Long Term Disability insurances
- Retirement Plan

INTERESTED APPLICANTS

We are committed to an inclusive workplace and actively seek to employ a diverse group of people who embody our organizational values. We welcome and encourage individuals of all backgrounds to apply and are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without



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regard to age, ancestry, color, disability, ethnicity, familial status, gender identity and/or expression, genetic information, marital status, national origin, race, religion, sex (including pregnancy), sexual orientation, veteran status, or any other protected status.

Please send a resume and cover letter addressed to Shannon Barrett, Director of Human Resources and Finance at sbarrett@westernspirit.org. Submissions will be reviewed and considered as received.