



THE JAMES MUSEUM OF WESTERN & WILDLIFE ART

MANAGER OF RETAIL OPERATIONS
THE JAMES MUSEUM OF WESTERN AND WILDLIFE ART
SAINT PETERSBURG, FLORIDA

MUSEUM DESCRIPTION:

The James Museum of Western & Wildlife Art (The Museum) is a newly organized Museum of Art currently under construction with projected completion in late 2017. Scheduled for opening in early 2018, the 84,000 SF facility will house the significant collection of Western and Wildlife art collected by Tom and Mary James over the past 35 years. The facility will include 30,000 SF of gallery space, a 120-seat auditorium, a 6,000 SF special events rental space, a double height lobby with water feature, store, café, education classrooms, over 200 covered parking spaces, administration offices, and back of house service facilities. Planned programming includes special exhibitions in a variety of genres, artist talks and demonstrations, art classes, docent tours, and children's activities.

ABOUT THE POSITION:

The Manager of Retail Operations' objective is to operate a dynamic, profitable retail operation that supports the goals of the Museum. The position is responsible for developing and maintaining a strong, dynamic, and unique identity for the 1,200 sq ft. store. Duties will include conceptualizing, sourcing and purchasing merchandise, sales, visual merchandising, staff selection and supervision, training and development, loss prevention, and development of procedures to ensure efficient daily operations. The Manager of Retail Operations must create an environment that activates the visitor's desire to buy, increase customer loyalty, and maintains close compatibility with the Museum's purpose.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Pre-Opening Responsibilities:

- With the Museum's management team, develop retail operation goals, startup and annual budgets, and metrics for measuring success.
- Develop and implement the store merchandising plan, working effectively with specialists as needed.
- Select and stock new, interesting, desirable, and high quality merchandise that reflects the collection, supports engagement efforts, and attracts visitors in its own right.
- Work with museum management team to develop an inventory storage and restocking plan.
- Assists with the selection and implementation of software for managing retail operations.
- Create and prepare budgets, projection costs, and overhead costs.
- Develop, implement, and maintain retail staff pay scale and incentives.
- Coordinate with the Visitor Services Manager for the recruitment, interviewing, and hiring of a retail team.
- Orient and train new employees.
- Open the museum store for business to the general public fully stocked and staffed in January of 2018.

Post-Opening Responsibilities:

- Monitor and coordinate the daily operations of the store ensuring proper staffing levels, sales, inventory, visual merchandising, and service.
- Oversee store opening and closing procedures including cash handling, daily opening and closing procedures
- Continue to select and stock new, interesting, desirable, and high quality merchandise and display it in a tasteful and professional manner, while continuing to develop product lines, sales goals, promotions, and procedures.
- Manage supplier relationships to ensure high service levels and optimum terms and conditions.
- Design and implement a series of changing creative displays that showcase merchandise. Plan and install special exhibition merchandising themes.
- Coach, monitor, and appraise retail staff to provide first-class retail services to visitors to the Museum while encouraging enthusiasm for and knowledge about artists and artwork in the collection.
- Work closely and collaboratively with the Museum Café operator on special events that use the store space.
- Responsible for the store's annual budget, establish and achieve targets for retail metrics such as Sales, Cost of Goods, Gross Margin and Net Profit.
- Regularly review sales reports, analyze sales trends and adjust inventory and purchasing accordingly to achieve business goals.
- Review all merchandise receiving reports and approve invoices for payment in timely fashion.
- Supervise all merchandise receipt and processing, including tagging, stocking and display. Ensure proper handling including unpacking and checking against purchase orders and packing lists.
- Work with security to minimize shrinkage.
- Other duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES:

- Must have strong written and verbal communication skills
- Proven experience in sales growth, staff training and management and inventory control procedures
- Strong leadership skills, including the ability to promote cooperation and collaboration among various stakeholders and constituents.
- Ability to work in a team environment
- Outstanding customer service and visitor experience abilities
- Strong computer skills, including POS systems and excel.
- Ability to meet deadlines with careful attention to detail in a fast-paced environment

QUALIFICATIONS:

- Bachelor's degree in related field or equivalent combination of retail business experience.
- Five or more years of retail management and retail purchasing experience.
- Experience working in a museum environment or boutique retail.

WORKING CONDITIONS:

- Office, Retail, and Museum environments
- Non-standard hours (generally 8 hours within 8:00am-6:00pm weekdays) with extended nights and weekends probable
- Possible travel for merchandise trade shows
- Must be able to lift 30 lbs.

PLEASE SEND A RESUME AND COVER LETTER TO:

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