



PHM JOB OPENING:

MUSEUM SHOP MANAGER

We're looking for a motivated, creative, and outgoing person to join our staff! Located in Plymouth, MA, Pilgrim Hall Museum is the oldest continuously operated museum in the nation with an exceptional collection of early American artifacts, including objects carried aboard the Mayflower in 1620. The Museum Shop Manager staffs the gift shop and bookstore housed in the nearly 200-year-old original museum building, oversees daily operations and merchandizing, trains, schedules and manages part-time shop personnel, and interacts positively with the visiting public. This is a frontline position with limited office hours. The Museum Shop Manager communicates with and works closely with all other departments as a unified team to ensure all visitors have a welcoming and productive museum experience. This is a part-time, year-round position. 32 hours/wk. Hourly rate: \$18. Schedule consists of 3 full days (including at least one weekend day), 2 half days.

Duties & Responsibilities

- Oversee all shop operations, including staff scheduling
- Staff gift shop two full days, one half day, and as needed for coverage
- Train, educate, and supervise staff to ensure strong customer service skills
- Welcome visitors, answer questions, support front desk as needed
- Identify, purchase, price, and market quality products for Museum Shop relating to the artifacts and exhibitions
- Create displays and refresh museum shop using visual merchandising skills
- Process and ship all orders, including web orders
- Confirm all shipments, prepare invoices for payment, maintain relations with vendors and follow-up on receivables
- Maintain stock, review and track sales performance, and conduct annual inventory
- Post new items purchased to PHM web-site
- Manage and develop annual departmental budget

Qualifications:

The ideal candidate is highly organized, motivated, and committed to providing outstanding customer service every day. Requirements:

- Previous retail management experience or significant background in sales operations
- Excellent organizational skills
- Proven ability in managing detailed budget
- Technical ability including proficiency in Excel and retail applications
- Flexible availability (evenings, weekends, & some holidays are required)
- Able to be on your feet for an eight-hour shift; able to lift 30 pounds
- Comfortable walking up and down stairs

How To Apply: Please send cover letter and CV to Donna Curtin, Executive Director, director@pilgrimhallmuseum.org.

Apply by: March 1, 2016