



## Job Description – Gibbes Museum of Art

Updated: July 2023

**Job Title:** Retail Operations Coordinator

**Department:** Visitor Services and Operations

**Reports To:** Director of Operations

### **Position Summary:**

The Retail Operations Coordinator oversees the vision and daily operations of the museum store. Areas of focus include merchandise selection, product development, inventory management, and other critical day-to-day functions to support the museum’s mission and retail goals. The position also serves as a team leader for visitor services personnel and provides support to the operations team as directed.

### **Essential Duties and Responsibilities:**

- Oversees all retail functions of the museum store and assists with day-to-day museum and facility operations as needed.
- Manages all aspects of store merchandise, including product selection, branding, and purchasing.
- Serves as the primary vendor liaison, accepts vendor applications, and maintains positive relations with all museum store stakeholders.
- Delegates store tasks to team members, giving deadlines and following up to ensure timely completion.
- Establishes retail goals and initiatives, formulates pricing policies, and sets targets for retail metrics such as sales, cost of goods, gross margins, and net profit.
- Creates marketing strategies, social media content, and promotional materials that raise store awareness.
- Helps develop the annual store budget and assists with budget monitoring and forecasting.
- Produces weekly and monthly sales reports, and analyzes sales trends and retail data.
- Produces annual buying schedule for merchandise, including holiday promotions and custom products for special events and exhibitions.
- Manages store inventory weekly by entering and updating databases for both e-commerce and physical store platforms, coordinates bi-annual inventory counts, and reconciles and adjusts inventory.
- Manages e-commerce operations, updates store website, and ensures prompt processing of online orders, shipments, phone and email inquiries, and merchandise returns.
- Creates strong interdepartmental relationships with the goal of identifying retail opportunities which align with the vision of museum exhibitions, lectures, programming, and special events.
- Prepares and submits purchase orders, payment requests, interdepartmental sales, credit card and other procurement documentation in accordance with museum finance policies.
- Periodically staffs the front desk of the museum and serves as the first point of contact to visitors.
- Assists with the coordination and implementation of a variety of general operating activities, including setup and breakdown for meetings, and monitoring load in and load out for events.
- Assists with staff IT requests, maintains records of IT equipment, and updates phone lists and directories.
- Assists with the management, coordination, and implementation of facility needs for the museum building, grounds, and administrative office.
- Performs other duties as assigned.

**Job Requirements:**

- Associate degree in retail management, business administration, marketing, or related field required; bachelor's degree preferred.
- Minimum of 3 years retail experience required; retail management experience preferred.
- Must be able to work a flexible schedule; to include evenings and regularly scheduled weekends.
- Must pass a background check prior to employment.

**Knowledge, Skills & Abilities:**

- Knowledge of retail management best practices, including modern merchandising and display techniques.
- Ability to implement, coordinate, and complete tasks in a timely manner, and to establish priorities and perform work independently.
- Ability to provide outstanding customer service to both internal and external stakeholders.
- Ability to display high standards of integrity, trust, and ethical behavior.
- Ability to use good judgment and respond to visitor concerns or complaints while remaining calm and presenting a professional demeanor.
- Ability to communicate effectively with a variety of individuals, both in verbal and written form.
- Strong organizational skills and attention to detail.
- Proficient in Microsoft Office—Word, Excel, and Outlook. Preference given to candidates with Shopify and Altru experience.
- Ability to use standard office equipment (e.g., phone, copier, etc.) and current PC networking system.
- Ability to lift weight or exert force on objects up to 50 pounds.

**Compensation:**

- Salary: \$38,000 - \$43,000 per year
- Generous paid time off
- Paid holidays
- 401 (K) matching
- Paid health, dental, vision, life, and STD insurance
- Paid parking

**Position:** Full-time, Exempt

**Please provide the following as part of your application:**

- Cover letter detailing your interest in the Gibbes Museum of Art and your qualifications (PDF)
- Resume including education and experience (PDF)

Send application by email to: [careers@gibbesmuseum.org](mailto:careers@gibbesmuseum.org)

*The Gibbes Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.*

Location: 135 Meeting Street, Charleston, SC 29401