

Sullenberger Aviation Museum

Job Description

Job Title: Retail Manager
Reports To: Vice President of Advancement
FLSA Status: Exempt
Salary Grade: * As available
Hiring Range: * As available
Approved:

OVERVIEW:

Sullenberger Aviation Museum (SAM), with a mission to *inspire, educate, and elevate* the next generation to pursue careers in STEM, aerospace, and aviation, while inviting visitors to explore the vast contributions of aviation on our lives, economy and culture, has partnered with the Charlotte-Douglas International (CLT) Airport to develop a new museum to open in the Summer of 2024.

SAM is looking for an enthusiastic, hardworking individual to join the museum as the Retail Manager at this exciting time of growth and opportunity. SAM seeks to hire a manager passionate about hospitality, customer services, and creating memorable experiences for visitors and volunteers alike, who has proven success facilitating experiences with diverse audiences and developing a robust volunteer program. This position will be a passionate and knowledgeable advocate for diversifying volunteer recruitment processes and promoting equitable access to STEM education.

The Retail Manager is a full time exempt position that ensures a smooth operation of the Museum Welcome Center (store) and creates an inviting and welcoming experience for all museum visitors. The Manager will oversee all aspects of ticket sales, retail operations, product sourcing, and in-store marketing, while developing operational controls. The Retail Manager will strategically align the Sullenberger Aviation Museum Store and Welcome Center with the mission and goals of the organization in an effort to grow earned revenues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensures visitor experiences align with the museum's mission and vision through volunteer support.
- Manages the Visitor Services team and coordinates directly with the Operations and Facilities team
- Manages the point-of-sale (POS) operations, including reconciliations, admissions, membership, special ticketed events transactions, and group sales

- Plan, develop, and find sources for museum-branded custom merchandise. Merchandise should tie SAM's activities and mission include some locally sourced products.
- Manage vendors by negotiating terms that provide optimal cash flow and ensuring quality. Maintain detailed vendor product files.
- Work with the Finance department to ensure all purchasing approvals are received, purchasing policies are followed.
- Formulate pricing policies by reviewing merchandising activities and studying trends.
- Collaborate with the Marketing Dept to develop an advertising plan for the store.
- Work with Visitor Services/Volunteer Manager to train Visitor Services Staff and ensure Visitor Services Staff has a clear understanding of store goals and expectations.
- Work in the shop during on-site events and/or assist with sales at off-site events as needed.
- Minimize product loss by ensuring adequate security and oversight of the shop through excellent customer service, loss management policies and working with the Director Operations and Facilities to help support this effort.
- Analyze store performance by monitoring product sales, and market trends.
- Prepare daily deposits.
- Ensure compliance with all retail policies, procedures, and standards, including inventory control, cash handling, and safety protocols.
- Manage point-of-sales (POS) software and hardware systems.
- Establish and monitor inventory control systems and conduct quarterly physical inventory evaluation, and maintain adequate inventory levels.
- Represents the museum in a professional, positive manner to all stakeholders.
- Assists with museum fundraising events and development projects.
- Additional responsibilities as assigned to support broader Retail Operations function.

QUALIFICATIONS

- Bachelor's degree or equivalent experience
- Minimum of 3 years of experience in a retail management role is required. Experience in visual merchandising, inventory control, and sales analysis are essential.
- Strong verbal and written communication skills required. The candidate should be able to effectively communicate with team members, museum staff, and customers.
- Strong interpersonal skills are necessary for building relationships with vendors and other external stakeholders.
- Strong leadership skills required. Should possess the ability to communicate and motivate a team, delegate tasks effectively, and provide guidance and support.
- Organizational skills, detail-oriented mindset, and strong time-management skills.
- Ability to problem solve required. The ideal candidate should be a proactive problem solver capable of identifying and resolving issues that arise in a fast-paced retail environment.
- Expertise in sales and merchandising required. Demonstrated experience in driving sales and achieving revenue targets. The candidate should have a strong understanding of visual merchandising principles and possess the ability to create captivating displays.
- Efficient computer skills with experience in retail management and POS software required. Must be proficient in Microsoft 365 (primarily Outlook, Word, and Excel).
- Experience in inventory management systems and practices required. The candidate should have experience in stock control, purchasing, and conducting regular inventory audits.

- The candidate should be adept at analyzing sales data, monitoring key performance indicators, and making data-driven decisions to optimize the Museum Store's performance.
- Exceptional customer service skills desired. The candidate should have a friendly and approachable demeanor with a proven track record of delivering high-quality customer experience.

PREFERRED

- Previous experience in a museum store or a similar cultural institution is preferred but not required.
- Spanish language proficiency.
- Experience with budgeting, forecasting, and profit maximization is highly desirable.
- First Aid/CPR Certification