

PLEASE TOUCH MUSEUM®

Position Description

MANAGER, RETAIL OPERATIONS

Reports To: Director, Retail Operations

Department: Retail

Division: Retail

Direct Reports: Retail Clerks

FLSA Status: Exempt

Grade:

Expansion/Grant: No

Effective Date: 6/1/2008

Status: Full Time

Hours/Week: 37.5

POSITION SUMMARY:

With the anticipated completion of Please Touch Museum's expansion and relocation to Memorial Hall, in Fairmount Park, the Museum seeks a Manager of Retail Operations to manage the Museum's greatly expanded retail opportunity resulting from this transformation. The restoration of Memorial Hall allows for 2,500 square feet of retail space, more than tripling the retail footprint of the current location. The Manager of Retail Operations is responsible for the day to day operations and projects of Please Touch Museum's retail program including but not limited to: daily operations, staff scheduling, inventory and control, opening and closing, retail maintenance and internet sales. Assist and monitor budget expenditures.

The Manager of Retail Operations will also have a daily supervisory role in Museum including wide events, evening and weekend events. This position reports to the Director, Retail Operations and is part of the Finance & Administration team.

ESSENTIAL FUNCTIONS:

- Maintain high degree of motivation in team members to retain focus of providing highest level of customer satisfaction
- Salesmanship to include approaching customers to aid in product selection and to provide information regarding products
- Provide input and assist the Director, Retail Operations, in preparing and monitoring departmental budgets
- Ensure proper cash handling and sales procedures are followed. Assist in on-line ordering
- Daily reporting of sales to include accurate development of opening and closing register paperwork, tracking of discounts, tracking of coupons and daily posting of per capita. Responsible for other reports when requested
- General housekeeping of the sales floor and stock room
- Accurate check in and ticketing of incoming merchandise and equipment including inventory
- Stock and display moves
- Reporting of repairs and equipment needs; reporting of potential safety hazards
- Assist in personnel administrations including but not limited to: performance appraisals, recruitment, termination, and disciplinary action
- Monitor inventory levels and be aware of delivery dates from vendors

- In coordination with the External Affairs Department, assist the Director of Retail to schedule and promote in-store events, product demonstrations, author signings and readings
- Maintain merchandise sales report that tracks sales trends
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must have a proven record of leading in a collaborative work structure
- AA degree required; Bachelor degree preferred
- Minimum of three years experience in Store/Merchandise and cash handling experience
- Two plus years of supervisory experience with demonstrated ability to lead people and get results through others
- Experience preparing and implementing staff scheduling required
- Experience with POS retail system and sales reporting systems required
- Must have retail inventory management experience
- Strong leadership abilities and excellent customer service skills required
- Museum retail operations experience preferred
- Experience with on-line retail sales preferred
- Must be able to work weekends and evenings
- Excellent verbal and written communication skills required

** General Essential Functions and Qualifications are noted on the attached sheet.

APPLICATION PROCESS:

To apply for this position, please send a cover letter, resume and salary requirements to employment@pleasetouchmuseum.org to mail to Judy Meyers, Human Resources Dept., Please Touch Museum®, 210 N. 21st Street, Philadelphia, PA 19103 or via Fax 215-963-9645

EOE

PLEASE TOUCH MUSEUM®

Universal Position Description

INDIVIDUAL CONTRIBUTOR

(no direct reports)

MISSION STATEMENT:

To enrich the lives of children by providing learning opportunities through play.

ESSENTIAL FUNCTIONS FOR INDIVIDUAL CONTRIBUTOR:

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership
- Assist the manager in administration and implementation of all museum policies, procedures and standards
- Maintain high degree of motivation to provide highest level of customer satisfaction
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
- Complete assignments in a timely manner and within Museum's standards
- Consistently work in a positive and cooperative manner with internal and external customers
- Implement improved processes to generate best possible workflow
- Ensure performance targets are met
- Responsible for directing and coordinating work assignments
- Provide periodic reports; and Participate in continuing educational opportunities for personal growth and development.

MINIMUM QUALIFICATIONS INDIVIDUAL CONTRIBUTOR:

- Proven ability to work independently
- Must have the ability to participate effectively in teams
- Excellent computer skills including email communication tools
- Must have proven ability to prioritize and plan work activities and use time efficiently
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.

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EOE