

POSITION DESCRIPTION

Galena - Jo Daviess County Historical Society

Position Title: Retail Manager
Location: Galena History Museum, 211 S. Bench Street, Galena, IL
Reports To: Executive Director
Status: Approximately 40 hours/week; Salaried \$30,000-\$34,000 depending on experience

SUMMARY: This position is responsible for the retail operations and human resources of the Historical Society's public facilities, thereby advancing the mission and goals of the organization. The Retail Sites Manager will be delegated responsibilities relating to retail operations supervision as appropriate considering his/her work experience.

APPOINTMENT AND SUPERVISION: This position is hired by and works under the general supervision of the Executive Director.

DUTIES AND RESPONSIBILITIES include the following:

Supervise retail operations for the Museum facility including purchasing, inventory, and display. Coordinate product for the Old Blacksmith Shop in partnership with the Site Manager. Review and consider new products. Work with vendors, suppliers, contractors and partners. Authorize invoices for payment.

Recruit, hire/fire, and oversee Visitor Services staff. Perform annual personnel reviews. Conduct regularly scheduled performance reviews.

Train staff in excellent customer service and sales techniques. Communicate production goals; provide encouragement and additional support when appropriate. Plan and hold staff meetings at least semi-annually.

Schedule staff on a monthly basis with long-term consideration of holidays and vacations. Ensure adequate staffing coverage at all sites while providing equitable scheduling for all employees.

Perform daily operations (Visitor Services) duties at the Museum on days scheduled (expected to be three days/week). Supervisory tasks may be conducted during slow times or on the hours worked away from the retail desk.

Supervise monitoring of inventories of merchandise and supplies; reorder as appropriate, taking into account shop seasonality. Determine appropriate pricing.

Supervise effective signage and displays to encourage maximum revenues. Recommend ways to increase revenues through other non-merchandise opportunities.

Supervise adequate cash supplies to be maintained at each location. Program all cash registers and Point of Sales systems.

Responsible for cleanliness and janitorial upkeep of all retail facility, including tasks performed by staff and those performed by an outside janitorial service.

Prepare annual budget for all retail sites. Oversee annual inventory for audit.

Be knowledgeable of the technology systems at the Museum including hologram, touchscreens, phone systems, computers, cash registers, POS systems, and security alarm systems. Be able to troubleshoot all.

Be knowledgeable of the Museum's exhibits and collection artifacts, and be able to interpret the historical significance of the Galena area story.

Attend meetings with members, local businesspersons, and other organizations to further the goals of the Society.

Perform other assignments within the scope of the overall mission of the Galena – Jo Daviess County Historical Society, as directed by the Executive Director.

QUALIFICATIONS: The Retail Sites Manager will have prepared for this position through a combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: The Retail Manager will be able to work independently while being responsive to and complementing the activities of the Executive Director. It is expected that an understanding of business procedures, the preparation and submittal of reports, compliance with laws and regulations, and computers/cash registers is needed.

The Retail Sites Manager will act the best interest of the Society. This includes maintaining confidentiality, adapting one's schedule as events suggest, using one's vehicle as necessary, and presenting a professional persona.

PHYSICAL DEMANDS: While performing the duties and responsibilities of this position, the employee is frequently required to stand, walk, bend, talk, listen, see and hear. The employee must occasionally lift and/or move heavy objects.

WORK ENVIRONMENT: While performing the duties of this job, the employee usually works indoors, in a climate controlled environment. The two-story Museum facility requires the ability to negotiate stairs.