



180 Thompson St., North Tonawanda, NY

## **Gift Shop Manager Job Description**

### **Overview:**

The Herschell Carrousel Factory Museum is a historic museum located in North Tonawanda, NY. The museum features many exhibits, including a 100 year old carousel visitors can ride. The museum opened in 1983 and has been expanding ever since. The museum is seeking a Gift Shop Manager. They will be responsible for retail and customer service, merchandising, inventory control, and other related activities for the gift shop. In addition they will schedule and oversee daily volunteers, and provide input into the general marketing of the museum.

### **Principal Responsibilities:**

- Develop a vision for retail at the museum and build strategies and support systems to accomplish long-range goals.
- Create an annual work plan and supporting budget documents.
- Deliver maximum contribution to the museum's general fund through controlling expenses and driving profitability.
- Greet and sell admission to museum visitors.
- Sell gift shop merchandise both in the physical museum and online.
- Develop creative buying and merchandising strategies to support all museum shop operations, including the physical museum store and online store.
- Ensure accurate inventory controls are maintained.
- Schedule, conduct, audit, and reconcile yearly inventory.
- Conduct the day-to-day management of retail operations ensuring proper inventory levels, operational protocol and procedures, and customer-focused sales acumen are achieved.
- Open and close the museum daily – balance the register, open/close doors, gates, lights, videos, and test the carousels.
- Monitor rentals of the museum.
- Schedule, lead, and oversee daily museum volunteers for our rides.
- Maintain the overall appearance and cleanliness of the gift shop.
- Other duties as assigned.



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**Job Qualifications/ Knowledge, Skill and Ability:**

- Strong customer service skills
- Sales experience and skills
- Excellent people skills
- Ability to work with a diverse public
- Knowledge of and ability to operate POS systems (Quickbooks)
- Knowledge of inventory stocking and control practices
- Ability to make decisions and resolve problems
- Knowledge of visual merchandising practices and principles
- Knowledge of one or more category areas sold in the retail store
- Facility with numbers
- Ability to verify, identify and correct data and discrepancies
- Strong organizational skills
- Strong communication skills
- Ability to represent the museum in a positive and professional manner
- Proficient in Microsoft Office

**Minimum Education Required:**

College degree preferred, High School degree or equivalent required.

**Special Considerations:**

The work generally requires extended periods of standing and walking and will require a moderate amount of bending, and the ability to handle and move stock weighing up to 20 lbs.

**Job Type:** Part-time

**Salary:** \$11.80 - \$13.00/hr. Salary commensurate with experience.

**Experience:**

- Customer Service: 1 year (Preferred)
- Retail Sales: 2 years (Required)



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**Working days:**

- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

**Hours per week:** 20-35. Hours will vary seasonally.

**Pay frequency:** Every other week

**Benefits:**

- Store Discount
- Opportunities for Professional Development Assistance
- Opportunity to net 1% of gift shop sales if sales goals are met or exceeded.

**Interested candidates should email a letter of interest and resume to [hcfmcandidates@gmail.com](mailto:hcfmcandidates@gmail.com)**