

Los Alamos Historical Society

Job Title: Museum Shop Manager/Volunteer Coordinator*

Department: Administration

Reports to: Executive Director

Salary Structure/Range: Currently \$36,000 - \$38,000; Exempt

CLOSING DATE: May 6, 2022

Job Summary:

Following Board-approved policies, the Museum Shop Manager oversees the inventory, sales, and staffing of the Museum Shop, coordinating staffing needs and training with (or as)* the Volunteer Coordinator.

*Please note: *The position of Volunteer Coordinator (VC) is still in development and pending Board approval, having been previously combined with Shop Manager. In the intervening time period, the Shop Manager will be expected to fulfill many of the duties of the VC, as directed by the Executive Director.

Primary Departmental Duties & Responsibilities:

- In conjunction with the Executive Director and the Budget Committee, establishes a budget for the Shop, including annual goals for sales and an estimate of the Society's cost expense of goods to be sold;
- With (or as)* the Volunteer Coordinator, ensures that the Shop is staffed appropriately at all posted hours of operation;
- Provides direct customer service in the Shop as needed;
- Selects and orders items for the Shop, determining quantities and setting retail prices for each;
- Works with staff to select merchandise that complements exhibits and the Museum Collection;
- Accepts and fulfills online, mail, and telephone orders for Shop merchandise;
- Maintains the point-of-sale system, updates inventories and the Webstore, as well as ensures sufficient cash-on-hand for staff and volunteers to transact daily business;
- Maintains an efficient, current, and easily accessible records system for the Shop;
- According to LAHS policy/procedure and best accounting practices for money handling, tracks and deposits Shop and donation box receipts, and requests disbursements;
- Ensures invoices are submitted in a timely fashion;
- Trains all staff and volunteers on the point-of-sale system, customer service expectations, and other operational procedures.

Other Departmental Duties and Responsibilities:

- Assists the Volunteer Coordinator in developing and updating a training manual as a reference for volunteers, staff, and Board;*
- Coordinates schedules with the Volunteer Coordinator so that trained volunteers and/or staff are available to serve the public during all hours of advertised operation;*
- Assists the Volunteer Coordinator in developing recruitment strategies to encourage volunteering;*
- Serves in the Shop as docent or tour guide when necessary;
- Publicizes the Shop and Museum Campus facilities through sales, advertising, book signings, and special events;
- Regularly contributes to social media, the LAHS website and the Society newsletter regarding Shop goods and services and volunteer opportunities;
- Supplies and sells relevant, suitable, and sufficient copies of books and other merchandise at lectures or events when possible.

Organizational Duties and Responsibilities

- Provides regular reports of services performed and other data required for use by the department, organization, and funding entities;
- Contributes to preparation and tracking of grants submitted by LAHS;
- Strives to expand personal knowledge of and appreciation for all periods of Los Alamos history;
- Participates in, serves on, or assists with organizational trainings, meetings, committees, retreats, etc. in support of the department and/or LAHS;
- Performs occasional other duties as determined by the Executive Director.

Performance expectations:

All LAHS staff are expected to:

- Perform satisfactorily according to annual organizational, departmental, and individual goals;
- Contribute to a customer-friendly, collaborative, and professional environment for staff and the public, e.g., by assisting as needed with any aspect of departmental – and occasionally organizational – activities;
- Adhere to schedules;
- Adhere to applicable state and federal laws and organizational policy, in particular, the elements of the LAHS Employee Handbook.

Physical Working environment:

- Position is full-time;
- Workplace may be an office or retail setting at various multiple-storied locations, and/or outdoors as needed;
- Work requires evening and/or weekend hours.

Qualifications and Key Competencies:

- **Required:** Any combination of education, training, skills, experience, or technical abilities equivalent to:

- Three years retail experience, including staff management;
- Point-of-sale systems experience;
- Strong interpersonal and customer service skills;
- Excellent oral and written communication skills;
- Computer skills including fluency in the use of Microsoft Word and Excel;
- ***Possession or acquisition within 6 months of a valid U.S. state driver's license, preferably from New Mexico;
- ***The ability to lift and move materials up to 25 lbs. from one location to another;
- ***The ability to climb stairs.

***** These are considered essential functions of the job.**

- **Preferred:** Any combination of education, training, skills, experience, or technical abilities equivalent to:
 - Grant writing skills;
 - Experience in use of database systems.

Disclaimer: This job description is not designed to cover every duty required or working situation and can be changed or updated at any time.