

Los Alamos Historical Society

Job Title: Museum Shop Manager

Department: Administration

Reports to: Executive Director

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

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 the Volunteer Coordinator.

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 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.