

BAM Store/Visitor Services Manager

Department:	Finance/Administration	FLSA Status:	Exempt
Reports To:	Financial Manager	Effective Date:	November 2016

The critical features of this job are described under the headings below. This job description does not prescribe or restrict the tasks as shown below and may be subject to change at any time.

Job Summary

Manages BAM Store and Visitor Services (admissions, reception, Museum rules) to generate revenue for the Museum and provide the highest quality, secure Museum experience for visitors.

Essential Duties and Responsibilities

- Runs day-to-day Museum Store operations including consignment agreements and cash handling, adhering to Museum policies and procedures.
- Supervises and manages Store and Admissions staff including scheduling and training requirements.
- Manages Store purchasing process, research, marketing, inventory, merchandising and display, to maximize revenue while adhering to the Museum's aesthetic and product restrictions and selections.
- Manages all aspects of the Point of Sale software including data entry integrity, report management, and troubleshooting system issues.
- Supervises and manages inventory control processes and procedures, regular monitoring of item counts and ensuring adequate internal controls to minimize risk of loss.
- Establishes, manages and maintains positive visitor services including greeting visitors, taking admissions, enforcing and communicating Museum rules, restrictions, and guidelines.
- Maintains a clean and organized environment for a positive visitor experience.
- Establishes, manages and maintains all-Museum team environment along with member, artist, and vendor relationships.
- Assists in budget development for the Store and participates in the Museum budgeting process.
- Schedules, trains, and supervises Visitor Services Associates personnel.
- Manages the visitor services and front-end admissions and daily routines, including proper building opening and closing procedures.
- Participates in Museum events and fundraisers, including but not limited to exhibition openings, the Gala, and Art in the Park.

Additional Responsibilities

- Other duties as assigned.

Supervisory/Managerial Responsibilities

Carries out supervisory/managerial responsibilities with direct-report subordinates in accordance with the organization's policies, procedures, and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising,

rewarding, and disciplining employee performance; addressing concerns and facilitating problem resolutions.

Minimum Qualifications

1-2 years of retail management experience. Demonstrated competency with POS systems, desktop computer, presentation software, spreadsheet software. Effective customer service skills. Ability to discuss complex retail and marketing issues at all levels of the organization and public. At least one year of personnel management and supervisory experience.

Education Requirements

Bachelor's degree or equivalent combination of education and experience.

Language Requirements

Proficiency in reading, writing and comprehension of the English language.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms and talk or hear. The employee frequently is required to climb or balance and stoop, kneel, crouch or crawl. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Day-to-day work environment is in an office or museum/gallery setting. Employee is not exposed to hazardous materials or conditions requiring personal protective devices, nor do undue fluctuations in temperature/humidity occur in the routine course of the employee's duties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This position does not require routine or regular engagement in interstate commerce.