

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Assistant Retail Manager
Department:	Museum Shop
Supervisor:	Retail Manager
Employment Status:	Full-Time
FLSA Status:	Exempt
Work Hours:	40 hours a week, evening and weekend hours
Issue/Reissue Date	03/08/2019

Job Summary:

Under the general direction of the Retail Manager, the Assistant Retail Manager is responsible for all aspects of retail operations including daily operations, merchandise purchasing, inventory control, online shop sales, POS system, product development, visual merchandising and shop staffing. The Assistant Manager will provide visitors and customers with the best possible experience in the Museum Shop by providing excellent customer service, and by maintaining and displaying merchandise to reflect the high standards of the Honolulu Museum of Art.

Minimum Qualifications:

- A Bachelor's Degree in business, retail management or related field
- At least 3-5 years of comprehensive related experience in a managerial retail position
- Demonstrate broad knowledge of merchandising and inventory management 5+ years of experience in a merchandising role: inventory management, knowledge of an open to buy, preparing and analyzing and formulation of sales reports
- Must have proven leadership skills, self-motivated, resourceful and comfortable working in a collaborative environment
- Must possess strong customer service skills
- Strong computer and analytical skills

Desired Qualifications:

- Proven ability to lead and build the capabilities of a driven, bright, diverse team, as well as develop a top notch work and volunteer force
- Experience with evaluating employee performance and identify hiring and training needs
- Experience in museum environment or nonprofit organization, with multiple sites, and varying degrees of needs
- Working knowledge and understanding of financial statements
- Ability to plan and budget for a fluctuating marketplace and to buy with a target audience in mind
- Ability to manage and operate a computerized point of sales system and online web
- Experience assisting with the development of web based sales strategies
- Understanding of Honolulu Museum of Art's established identity and dedication to advancing it
- Intelligent self-starter who is committed to the museum's mission
- Traits of honesty, integrity, enthusiasm, and perspective; a very strong work ethic, supported by commitment and follow-through

Other Qualifications:

Core Competencies:

- Adaptability
- Business Acumen
- Leadership skills
- Effective Communicator
- Cost Consciousness
- Initiative and Judgment
- Planning and Organizing
- Professionalism
- Problem Solver
- Technology savvy

Essential Duties:

- Assists the Retail Manager with the operations and merchandising of the Honolulu Museum of Art Shop and Spalding House
- Assists the Retail Manager by providing a strong leadership presence and control in the store, while ensuring that all customers receive good service and quality merchandise
- Consistently creates a welcoming environment for the visitors and staff
- Leads by example with performing excellent customer service
- Forecast/reforecast shop revenue, focusing on productivity and sales reports to meet goals
- Identifies opportunities to drive traffic into the store through exhibitions and events
- Assists in recruitment and hiring needs
- Leverages individual staff strengths and creates developmental plans
- Assists the Retail Manager in delivering consistent, in the moment feedback and coaching
- Troubleshoots and rectifies any issues with our POS system
- Assists with online store and any shipping and receiving tasks, when necessary
- Promotes the shop merchandise through Honolulu Museum of Art communication venues
- Other duties as assigned

Traits and characteristics:

Must possess leadership characteristics, bright, diplomatic, analytical, of the highest integrity, and possess sound judgement and a sense of humor and humility.

Working Conditions and Atmosphere:

The Assistant Retail Manager works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. 40 hours work week to be scheduled with the needs of both Museum locations. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

_____	_____
Human Resources	Date
_____	_____
Employee Signature	Date
_____	_____
Employee Print Name	Date

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.