

COLLEGE OF CENTRAL FLORIDA

*JOB DESCRIPTION*

JOB TITLE: GIFT SHOP AND VISITOR SERVICES MANAGER

PAY GRADE: P-8

OVERTIME STATUS: EXEMPT

MAJOR RESPONSIBILITY:

Manage the development and day to day operations of the Appleton Store and Visitor Services. Achieve earned income/sales goals while promoting the art in the museum's exhibits and collections. Recruit, train, schedule and manage part-time front desk, sales staff and volunteers to provide excellent customer service to museum visitors.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: Bachelor's degree required. Prior experience in a managerial/supervisory position is desirable.
2. Years of experience in field: Two years experience providing direction and supervision in a professional environment required.
3. Special skills or abilities related to position: Exceptional communication and organizational skills. Demonstrated ability working with staff, volunteers, visitors and customers. Professional and courteous, service-oriented with the ability to follow and provide instructions. Ensure museum policies and procedures are followed at all times. Acute attention to details. Knowledge and commitment to principles of volunteer management and general retail business practices. Knowledge of the community and its resources. Skill in the use of computer, Point of Sale system and word processing software.

ESSENTIAL JOB FUNCTIONS:

1. Select merchandise for resale in collaboration with the museum Director; manage merchandise processing; develop and maintain working relationships with suppliers; maintain dynamic, exhibit related store presence.
2. Prepare and monitor annual department budgets and reconcile daily and monthly financial reports for submission to the museum's Finance Manager.
3. Coordinate contracts and required paperwork for all inventory.
4. Create work plans and evaluation methods to meet financial goals.
5. Work with other key staff and committees on advertising and PR-related goals and e-commerce initiatives.
6. Remain up to date on sources of merchandise and effective store strategies.

ESSENTIAL JOB FUNCTIONS (continued):

7. Lead the daily operations of the admissions desk with a focus on excellent customer service, and organizational efficiency; Supervise visitor services specialists.
8. Maintain a well-informed, working knowledge of the exhibitions and services available for ongoing training of visitor service staff and the general public.
9. Communicate with a variety of visitors with diverse interest and abilities to ensure a positive Museum experience; resolves visitor concerns.
10. Generate comprehensive, monthly visitor reports.
11. Participate in appropriate committee activities and provide administrative support as needed.
12. Develop, implement and maintain an on-going, formal volunteer program that includes a comprehensive working database, volunteer recruitment assignment and recognition.
13. Staff events when volunteers are not available.
14. Provide training on Point of Sales systems and computer-based inventory systems.
15. Must be flexible and available to work day, evening and weekend schedule.

(These essential job functions are not to be construed as a complete statement of all duties)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Walking
- Standing
- Sitting
- Able to sit at a desk and view a display screen for extended periods of time
- Ability to access, input, and retrieve information from a computer
- Light (up to 15 pounds) lifting

ENVIRONMENTAL CONDITIONS

- Works in an indoor and outdoor environment

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Appleton Museum of Art

SUPERVISOR OF POSITION: Assistant Director, Appleton Museum of Art