



PARRISH ART MUSEUM

JOB TITLE: Museum Shop Manager

REPORTS TO: Deputy Director of Arts Education and Visitor Experience

STATUS: Exempt, full-time with benefits

SCHEDULE: Thursday – Monday, some evenings and holidays

May 2024

PURPOSE AND SCOPE: The Museum Shop Sales Manager is charged with helping to shape the retail arm of the Museum and collaborating with other departments to define and express the vision of the Museum. The Shop Manager supervises Museum shop staff and works in collaboration with the Visitor Experience team to provide excellent customer service to museum visitors.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Develop and manage overall Museum shop plan and budget, including staffing, schedule, inventory and presentation.
- Purchase merchandise including jewelry, ceramics, books, blankets, children's items, decorative objects, scarves, and other items that represent and reflect the Museum as an arts institution.
- Support Curatorial and Education department programs through collaborative retail/programming events. Organize pop-up events, trunk shows, etc., organized in coordination with other Museum events and exhibitions.
- Oversee and optimize merchandise presentation and sales. Assist visitors with inquiries and promote retail sales.
- Maintain inventory control and management.
- Supervise Museum Shop Assistant and manage staffing schedule and coverage for the Museum's open hours, including lunch coverage and holidays, and during other Museum events throughout the year (benefit events and exhibition openings, as scheduled; some evenings required). During special events, and programs, The Museum Shop may be asked to stay open requiring the Store Manager and any support staff to remain onsite.
- Assist Visitor Experience team at front reception desk when needed; sell general admission tickets, answer phone calls or other visitor inquiries as needed; maintain some working knowledge of Museum activities.
- Work with Finance and Key Retail Leadership to establish the budget for each season.
- Attend trade shows with Museum staff as coordinated.
- Execute Purchase Orders (POs) with the Consultant's Oversight. This includes setting up wholesale accounts with new vendors in Lightspeed and confirming payment terms, creating sku's and detail sheets on all new items.
- Reconcile Purchase Orders upon receipt of the ordered items with their final invoices that include the shipping.
- Submit invoices and purchase orders to accounts payable for vendor payment.
- Print price stickers, ticket all items, and place items on the shelves according to the Visual Merchandising language established by the Consultant.
- Track specific merchandise sales and review product performance; check inventory levels to determine when items should be replenished, and orders should be placed.
- Oversee the annual inventory procedures done the first week of the new year.



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- Catalogs and Exhibition Books: coordinate with Museum Curators on upcoming exhibitions and determine books, catalogs, and titles the Curatorial Department would like to see included in book presentation.
- Keep records of supplies and expenses and order shopping bags, tissue paper etc. when running low.
- Provide excellent customer service to all visitors; learn and maintain knowledge the shopping needs and trends Museum stakeholders, including board members, trustees and major donors.

QUALIFICATIONS:

- Minimum of three years' retail experience.
- Proficiency in the use of POS software.
- Excellent customer service skills and strong communication and interpersonal skills.
- Ability to work with diverse public.
- Strong attention to detail.
- Ability to create annual work plan and supporting budget documents.
- Appreciation for the arts.
- Flexible team player with positive attitude and energy.

INTERPERSONAL COMMUNICATIONS: Candidates need to possess strong communication, organizational and interpersonal skills. The incumbent needs to be approachable to the public, including Museum visitors, donors, and Trustees; responsible; and must be able to work both independently and with a variety of staff. The Parrish is a welcoming environment and space for all individuals, and customer service and the visitor experience should reflect this endeavor and the Museum's mission.

WORKING CONDITIONS: Work will be performed in a normal open-space office environment at the Museum, in the Museum Shop, lobby, offices and in program spaces including the Museum galleries, studio and theater. The physical demands and work environment characteristics are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must accept direction from the Deputy Director of Visitor Experience and Executive Director in executing principal responsibilities.

COMPENSATION: This position has an annual salary of \$62,400.00. Full Time employees are eligible for a comprehensive benefit package, including medical, dental, and vision coverage; 403-b retirement plan; staff museum membership and other applicable discounts and benefits.

ABOUT THE PARRISH ART MUSEUM: The Parrish Art Museum is a place to discover and connect with art and artists with a focus on the rich creative legacy of Eastern Long Island and its global impact on the art world. The Museum regularly presents temporary exhibitions, including new installations drawn from our world-class collection of more than 3,600 works; as well as special exhibitions that reconsider the work of a single artist or group exhibitions that explore compelling themes. The Parrish produces hundreds of public programs and offers a year-round schedule of inspiring education initiatives. Situated



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within one of the most concentrated creative communities in the United States, the Parrish Art Museum is a vital cultural presence on the East End of Long Island. It is the oldest cultural institution on the East End of Long Island. Founded in 1898 by Samuel L. Parrish in the Village of Southampton, the Museum opened its new Herzog & de Meuron designed facility in Water Mill in 2012, providing for expanded services in research, interpretation, collaboration, education, and interactive, multidisciplinary programming.

The Parrish Art Museum is an equal opportunity employer. The Museum is committed to a work environment that supports, inspires, and respects all individuals and we do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, military service status, or any other status protected under federal, state, or local law. Individuals of diverse backgrounds are strongly encouraged to apply. The Museum's offices are fully accessible.