

# THE JOSLYN

## RETAIL SERVICES

### Job Title

Retail Services Manager

### Employment Status

Full-Time | Exempt

### Department

Retail Services

### Location

On-Site | In-Person

### Reporting Responsibility

Director of Finance & Operations

### Position Summary

Joslyn Art Museum has officially reopened after a two-year closure to the public. This position is responsible for overseeing the shop's design, accessories, retail POS system, and staffing. Located at the entry of the Museum's expansion wing and new visitor access point, the shop offers enhanced visibility, a bright and modern aesthetic, and has undergone nearly complete remerchandising. The Retail Services Manager leads efforts to reimagine the breadth and scope of product offerings, manage the Point of Sale (POS) system and associated web presence, establish contracts with artists and designers for consignment opportunities, and source branded and collection-based merchandise. This role provides leadership for retail, wholesale, and web sales operations; oversees daily operations; ensures sound financial management to drive revenues to the Museum's bottom line; and hires and supervises staff.

### Major Duties

Leadership and Staff Management:

- Manages Museum Shop staff, including hiring, training, supervising, and evaluating performance
- Establishes monthly staff schedules to ensure appropriate coverage and operational efficiency
- Provides leadership and guidance to create a positive and productive work environment
- Performs frontline staff functions of the Shop, including sales, phone inquiries, and customer service
- Attends all pertinent museum meetings, including events meetings, Operations meetings, and general staff meetings

Administrative and Financial Responsibilities:

- Prepares and reconciles daily cash receipts and transfers
- Processes appropriate business forms for the Finance Office and monitors financial records
- Prepares and submits annual budgets for the Shop; administers and monitors approved budgets
- Adjusts pricing strategies and financial targets to meet established financial goals
- Leads all merchandise physical inventories, including any additional consignment inventories
- Oversees wholesale sales operations, including initiating contact with institutions in loan agreements with the Museum

Inventory and Merchandising:

- Maintains an inventory of saleable merchandise aligned with Joslyn's image
- Oversees inventory control and manages the Point of Sale (POS) system
- Directs all research and sourcing for special exhibition merchandise and branded merchandise
- Takes the lead on all product development projects
- Oversees all special orders and ensures timely fulfillment

#### Web and Digital Operations:

- Manages and maintains the Museum Shop's web presence, including inventory updates and order fulfillment
- Ensures seamless integration between the online store and in-person operations

#### Customer Experience:

- Ensures all visitors to the Museum have a positive and memorable experience
- Is knowledgeable about Museum activities, services, and layout and actively assists visitors
- Delivers exceptional customer service in both in-person and digital interactions

#### Other Duties:

- Performs other duties as required to support the overall success of the Museum Shop and its contribution to the Museum's mission
- Adheres to policies and procedures stated in the Employee Handbook

### Physical Qualifications

#### Mobility:

- Ability to stand, walk, bend, stoop, and kneel for extended periods while moving around the Museum Shop and related areas

#### Lifting & Carrying:

- Ability to lift and carry merchandise or supplies weighing up to 20 pounds, with occasional heavier lifting requiring assistance

#### Manual Dexterity:

- Ability to effectively operate the Point of Sale (POS) system, manage merchandise, and complete administrative tasks using computers or tablets

#### Visual & Auditory:

- Ability to effectively read printed and digital materials and communicate clearly with customers and staff in person, over the phone, and via other communication tools
- Strong verbal and written communication skills to interact professionally with staff, visitors, and vendors in person, over the phone, and via email

#### Leadership:

- Ability to guide and motivate a team to achieve departmental goals and maintain a positive work environment
- Strong decision-making skills to address operational challenges and implement effective solutions
- Clear communication skills to provide direction, feedback, and support to team members
- Capacity to delegate tasks effectively while ensuring accountability and high performance

### Minimum Qualifications

- Bachelor's degree in Business, Retail Management, or a related field, or equivalent relevant experience
- Reliable accessibility either on-site at the Museum or via cell phone during Museum operating hours
- Successful completion of a background check and credit check is required prior to employment
- Proven experience in retail management, including staff supervision and inventory control
- Flexible availability to work weekends, evenings, and special events as needed
- Strong research and product development skills, with the ability to identify and source merchandise aligned with the Museum's brand
- Excellent interpersonal skills with the ability to collaborate effectively with diverse staff, volunteers, and patrons while maintaining a professional demeanor

### Preferred Qualifications

- Experience in retail management at an art or similar cultural institution
- Experience in retail product development
- Knowledge of retail sales systems (POS)

### Compensation

Salary: \$50,000-\$60,000

Qualifications and experience will be considered in the compensation for this position.

*Reasonable accommodations will be provided to qualified individuals in accordance with the applicable federal, state, and local law. If reasonable accommodation is needed to participate in the hiring process, to perform the essential functions of the job, and/or to receive other benefits and privileges of employment, please contact [careers@joslyn.org](mailto:careers@joslyn.org).*

## **To Apply**

Please submit your cover letter and resume via email to [careers@joslyn.org](mailto:careers@joslyn.org), and include the job role in the subject line. Joslyn Art Museum believes in fostering diversity and equal opportunity as integral parts of its hiring practices, upholding its commitment as an Equal Opportunity Employer. Qualified candidates of all backgrounds are encouraged to apply for this position. Joslyn offers competitive compensation and a generous benefits package to eligible employees

## **Our Mission**

The Joslyn brings people together to explore art across time and cultures.

Joslyn Art Museum was a gift to the people of Omaha from Sarah Joslyn in memory of her husband, George. From its first day, November 29, 1931, to today, the Museum has welcomed millions of visitors from around the world. The Joslyn's collection of over 12,000 objects represents 5,000 years of human creativity and the world's diverse cultures. The campus comprises three stunning buildings—distinct yet connected—surrounded by sculpture gardens. Learning and engagement opportunities abound, and general admission is free to all, always.