



Door County Maritime Museum

Position: Retail Sales Assistant Manager (FT- Non-Exempt / Hourly)

Reports to: Executive Director

SUMMARY

The Retail Sales Assistant Manager is responsible for working closely with the museum's Retail Manager in the management of our retail operations at Sturgeon Bay, Cana Island, and Gills Rock, as well as an online store.

This includes, but is not limited to; assisting the museum's Retail Manager with strategic planning, inventory management, purchasing, receiving, and merchandising. This position will also work closely with the museum's Visitor Services Manager as well as Cana Island and Death's Door Site Managers to coordinate operations, including merchandising and inventory checks.

This position must have a good understanding of retail operations within a non-profit environment. This person is responsible for helping to create an environment that activates the customer's desire to buy and increases customer loyalty to the DCMM brand.

RESPONSIBILITIES AND DUTIES

- Provide excellent customer service, promote the museum's mission and vision in all activities;
- Have a strong understanding of museum's point of sale software systems;
- Following procedures developed by both the Retail Manager and the museum's Financial Systems Manager, this position will set an example for other museum services staff on daily procedures including cash management, end-of-day reports and cash reconciliation;
- Follow professional museum standards, conservation principals, museum policies and procedures;
- Work collaboratively with museum management team;
- Stay aware of new trends, merchandise items, and vendors as they relate to museum retail strategies;
- Assist in annual physical inventory and manage the physical inventory process;
- Work effectively with the museum's management team to coordinate events, exhibit openings, book signings, etc.;
- Strong awareness of museum's emergency procedures, and willingness to participate in emergency procedures when needed;
- Perform other duties as assigned by the Retail Sales Manager or museum's executive leadership.

SKILLS AND ABILITIES

- Demonstrates resourcefulness, good judgment, excellent oral and written communications skills, excellent organizational skills and ability to manage multiple projects at once;

- Knowledge of retail operations, retail store management and visual merchandising;
- Excellent public relations and customer service skills, including customer service concepts and techniques;
- Excellent computer skills and database management;
- Proficient with Microsoft Office, including Word, Excel and PowerPoint;
- Ability to communicate effectively and provide feedback with strong verbal and written communication skills;
- Highly motivated and detail oriented
- Ability to work a flexible schedule that may include museum events occurring on evenings, weekends, and holidays.

EDUCATION / EXPERIENCE / CERTIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor's, or Associates degree from an accredited institution in related field is a bonus, but not required.
- Significant retail experience preferred; 2-3 years.
- One year of junior retail management experience;
- Have or willing to attend Door County Certified Tourism Ambassador Program;
- Professional retail and/or customer service work experience equivalent to above.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the noise level in the work environment is usually quiet. There will be times when this position is expected to travel or work off-site and as such may be subject to various climates including winter exposure.

PHYSICAL DEMANDS

The physical demand 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 frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools or controls; and talk or hear. The employee is occasionally required to walk, sit, and climb stairs/ladders.

The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Mission Statement

Door County Maritime Museum & Lighthouse Preservation Society, Inc. preserves Great Lakes maritime history, primarily focusing on Door County, Wisconsin, and provides interpretive and educational opportunities for current and future generations.

Vision Statement

It is the vision of the Door County Maritime Museum to provide and perpetuate the best maritime museum experiences on the Great Lakes.

DCMM Team Values

The strength and flexibility of our team allows us to meet new challenges with success.

We keep an open mind, recognize, and maximize our individual strengths. We over-communicate, and utilize the unique skills each of us contributes to our team's strength.

We keep it positive, and we respect each other.

TO APPLY:

Send cover letter, resume and relevant information to:

Kevin Osgood, Executive Director at kosgood@dcm.org

Or send to the museum street address.