

THE MFA STORE MANAGER | MUSEUM OF FINE ARTS, ST. PETERSBURG



Founded in 1964 and located along the beautiful downtown waterfront of St. Petersburg, Florida, the Museum of Fine Arts, St. Petersburg (MFA) is a collecting museum annually serving more than 120,000 residents and visitors to the Tampa Bay area. The MFA is proud to present the largest comprehensive art collection in the state of Florida, spanning 5,000 years of civilization in about 20,000 objects from antiquity to today. Highlights include masterpieces from Vigée Lebrun, Corot, Monet, Morisot, Lafarge, Inness, Tiffany, O’Keeffe, De Kooning, Rauschenberg, Wiley, and others; a sculpture garden; important holdings of ancient, African, and Mesoamerican art; and one of the largest and most respected photography collections in the Southeastern United States.

In a growing city with multiple museums and a thriving cultural life, the MFA provides the broad context into which all the other local arts organizations fit. The MFA presents a wide variety of art experiences across the spectrum of time and culture, from expansive blockbusters to provocative contemporary exhibitions to more focused shows illuminating the depth and beauty of the museum’s growing collection. With 17,000 square feet in collections galleries—which were recently renovated and reinstalled—and 7700 square feet for temporary exhibitions, the MFA brings art to life as no other museum in the Tampa Bay area can. In addition to its robust exhibition program, the MFA engages its community through exciting public programs and events, and serves our students through youth programs and a partnership with the Pinellas County School System. About 6,000 public school students attend the MFA each year as part of their 6th grade social studies curriculum.

THE OPPORTUNITY

POSITION: Retail Store Manager

REPORTS TO: Finance Department

JOB CODE: Full-time

FLSA STATUS: Exempt

POSITION SUMMARY

The MFA Store Manager oversees all administrative, managerial, and budgetary aspects of the retail store. This includes the strategic planning and execution of a business plan and proactively proposing new ideas that will improve return on investment (ROI). The store manager serves as an ambassador for the museum and is responsible for facilitating a safe, educational and beneficial experience for museum visitors, volunteers, and store staff as well as creating an atmosphere that extends the visitor experience beyond the galleries.

WORK SCHEDULE

Wednesday, Friday – Sunday 9am – 6pm & Thursday, 11am – 8pm. Evening work as needed. This position requires all hours to be fulfilled onsite.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Operations:

- Responsible for the management of The MFA Store in-house and online, as well as shipping and handling of merchandise, developing fulfillment processes and policies to ensure timely fulfillment
- Serves as the buyer and the visual merchandiser, sourcing product that relates to the museum's mission
- Ensures reliable operations of the store processes to facilitate sales and reporting needs
- Maintains vendor files and a procedures checklist for front-of-house activities
- Conceptualizes and executes store events, such as book signings, trunk shows, and vendor events in concert with Public Programs and support groups
- Manages and directs the transfer process of merchandise to other departments
- Partners with other museum departments to support organizational initiatives and objectives
- Works with Curatorial Department and Marketing Department on appropriate product development
- Works with the Marketing Department to develop engaging language about the retail operation for use in promotional materials

- Participates in and supports programs that enhance the awareness of the retail operation's role and mission, such as Museum Store Sunday
- Ensures that store configuration meets applicable Americans with Disabilities Act (ADA) Requirements
- Knows and implements loss prevention practices

Budget and Reporting:

- Creates a budget for each fiscal year and reports results on a quarterly/regular basis
- Creates sales projections and monitors sales results by key categories, making informed projections based on relevant data
- Implements approved cash and electronic payment reconciliation, securing deposits, and sales reporting
- Comprehends retail financial concepts, terminology, ratios, formulas, and Key Performance Indicators (KPIs) such as Cost of Sales, Conversion Rate, Gross Margin, Inventory Turnover, Open-to-Buy, Sales per Square Foot, and Year-Over-Year Sales
- Supports the Finance Department in the yearly audit

Inventory:

- Supervises the control of inventory with planned and reassessed open-to-buy, setting maximum/minimum inventory levels and regularly evaluating merchandise
- Responsible for merchandise replenishment and maintains general store appearance, including cleanliness and on-brand signage
- Coordinate merchandise check-in, replenishment, and the flow of merchandise from stock to the sales floor
- Directs the receiving, pricing and markdowns of merchandise, pricing products to maximize gross margin, liquidating inventory as necessary to ensure fiscal responsibility
- Responsible for end of fiscal year inventory
- Approves invoices for payment by the Finance Department

Management:

- Works with Visitor Services Manager and Volunteer Coordinator to ensure proper store staffing
- Trains and supervises members of the Visitor Services staff and volunteers to ensure proper adherence to store processes, customer service competencies, and sales techniques
- Trains staff and volunteers on product knowledge and product's relation to the Institution and collection
- Trains staff and volunteers in best practices for welcoming and serving visitor's with disabilities
- Responds to immediate visitor needs and promotes long-term relationships with visitors
- Recommends and implements physical upgrades to the retail operation as required
- Manages and responds to larger facilities issues as they impact the retail operation
- Trains staff on institution's emergency procedures to ensure adequate implementation when needed

EDUCATION AND EXPERIENCE

- BA degree preferred; two years or more of experience in specialty retail acting in a supervisory role and at least 4 years of experience working in a retail store
- Availability to work a flexible schedule and the hours necessary to open and/or close the store, including some nights, weekends, and holidays

ADDITIONAL EXPERIENCE

- Excellent written and verbal communication skills
- Excellent computer proficiency; knowledge of point-of-sale systems, Blackbaud Altru products highly desirable; Microsoft Office-Word, Excel, and Outlook
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work in non-profit environment; adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines and standard accepted practices
- Excellent decision making skills; exhibits good judgment and the ability to decide on the appropriate course of action when faced with a challenge
- Exemplifies an entrepreneurial spirit; an ability to map out actions to arrive at business goals
- Creative and possessing a “good eye”; able to understand trends in the retail market, the museum’s brand, and who the customer is, when making buying and merchandising decisions.
- Sales skills; the ability to quickly establish rapport and maintain relationships with museum members and visitors; initiate and close sales
- Knowledge of customer service principles, practices, and procedures; arts and/or leisure audiences preferred
- Ability to train, direct, manage, evaluate, and motivate staff and volunteers
- Ability to manage effective working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; demonstrate an understanding of protocol and sensitivity to cultural diversity issues; nurture a positive working environment

PHYSICAL REQUIREMENTS

- Must be able to work weekends, evenings, and maintain flexible hours
- Able to stand for an extended period of time (up to 6 hours) on a daily basis
- Able to bend, crouch, stoop, reach and push merchandise
- Able to lift and carry 50 lbs.
- Able to operate a computer for customer purchases
- Must be fully vaccinated for Covid-19

- Able to safely and successfully perform the essential job functions consistent with ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards
- Able to maintain regular, punctual attendance consistent with ADA, FMLA and other federal, state, and local standards

This job description indicates in general terms, the type and level of work performed, as well as the typical responsibilities of this position. Management reserves the rights to modify, change, add or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship between Museum of Fine Arts and its employees.

COMPENSATION

The Museum of Fine Arts offers a competitive salary and benefit package in a state with no income tax and great weather year round. Salary: \$40,000/annum commensurate with experience.

TO APPLY

Please address resume and letter of interest to the Human Resources Department at the Museum of Fine Arts, St. Petersburg, and email to: RetailMgr@MFAstpete.org

No phone calls please.