



Title: Museum Store and Visitor Services Manager

Reports To: Executive Director

Type of Position: Full-time, salaried/exempt with benefits

Hours: 40 hours per week, at least one weekend day, occasional evenings

Summary:

The goal of the PMCA Museum Store is to generate profitable revenue while supporting the Museum's mission. The Museum Store and Visitor Services Manager is responsible for providing a high level of service to all Museum visitors, and for the overall operation of the Store and management of Store staff. The Museum Store and Visitor Services Manager must be an independent self-starter, have a positive can-do attitude, and a background in managing staff and working in a team environment. A bachelor's degree is required, with minimum 3 years of retail experience including a supervisory role. The ideal candidate will have excellent accounting and business knowledge combined with a strong visual sense. Requires frequent standing, bending, and lifting.

Core Responsibilities:

Revenue Generation

- Create short and long-range goals, and purchasing and pricing strategies for profitable growth
- Work with artists, designers and consignors to develop products for licensing
- Experience placing PMCA catalogs in retail outlets including galleries and other museum stores
- Drive sales by generating and organizing in-store events, add-on promotions, etc.

Excellent Customer Service

- Through appropriate training of staff, ensure a high quality of customer service
- Stay connected to customer experiences/needs through direct communication and surveys
- Assist customers with telephone and email inquiries, taking orders, responding to questions, and shipping merchandise when needed
- Research and monitor PMCA admission programs (discount, reciprocal, membership)
- Manage all visitor information at front desk
- Ensure that lobby area, including stairs and restrooms, is properly maintained

Operations

- Manage all phases of store operations including production and management of budgets, development of sales plans, and development and enforcement of store policies
- Cash handling experience including daily fund management, deposits and change orders
- Prepare and perform annual inventory and analyze results offering an action-oriented narrative on how improvements can be made
- With the Finance Manager, develop and maintain the annual Store budget
- Oversee proper functionality of the POS software system
- Regularly generate reports for sales and admissions
- Monitor PMCA security cameras and safety procedures

Product and Visual Merchandising

- Develop a vision for the PMCA Museum Store that appropriately reflects and aligns with the PMCA mission while maintaining an attractive Store appearance with effective merchandise presentation
- Continually research new vendors for fresh inventory
- Collaborate with PMCA staff to create products that align with exhibitions and programs
- Purchase all merchandise and develop an OTB plan within the established profit margin
- Receive all merchandise, establish appropriate pricing, and direct all Store displays
- Work with PMCA digital staff to establish an active Store web presence (Shopify) that coordinates with and complements the on-site sales activities. Ensure that all published information is current and relevant to latest exhibition.

Management and Creating Team Success

- Hire, train, and supervise staff for Store and Visitor Services, schedule and supervise Gallery Attendants, work with PMCA volunteers, interns and educators.
- Maintain a fair and equitable workplace and encourage an environment where team members can express concerns and ideas.
- Prepare and deliver performance reviews and create staff development plans and strong succession planning

Assist with other general PMCA duties as requested

Qualifications:

- Minimum 3 years previous experience in retail store management (preferably a museum store) including sales, customer service, merchandising, scheduling and training, financial management, inventory control and loss prevention.
- Bachelor's degree required (preferred fields Business Administration or Art History)
- Strong computer skills (Mac and PC), including Microsoft Office and POS systems
- Punctual and reliable
- Strong written and verbal communication skills
- Excellent time management, able to handle multiple responsibilities and remain focused under pressure
- Creative thinker
- Detail oriented, excellent organizational skills
- Goal-oriented with the ability to analyze data and provide action-oriented plans
- A friendly and approachable manner, outgoing and personable, able to motivate staff to achieve their best performance, and to respond calmly and graciously to feedback and complaints.
- Clearance of a criminal background check

Preferred Skills and Experience:

- Second language
- Use of Social Media and experience with digital tools and websites
- Knowledge of art and design

About the PMCA:

The mission of the Pasadena Museum of California Art (PMCA) is to present the breadth of

California art and design through exhibitions that explore the cultural dynamics and influences that are unique to California.

Application Instructions:

Resumes and cover letter should be emailed to:

Susana Bautista

sbautista@pmcaonline.org

Phone: (626) 568-3665, ext. 15

Museum Website: pmcaonline.org