



MANAGER, VISITOR AND RETAIL CUSTOMER RELATIONS

The Museum of the City of New York fosters understanding of the distinctive nature of urban life in the world's most influential metropolis. It engages visitors by celebrating, documenting, and interpreting the city's past, present, and future.

The Museum of the City of New York is seeking a smart, hardworking, detail-oriented, energetic, and experienced **Manager, Visitor and Retail Customer Relations** to lead the Museum's ticketing, customer service, and retail sales reps. This is a full time, non-exempt, entry-level position.

Reporting directly to the Chief Operating Officer, this position will manage the hiring, training, scheduling, supervising, and motivating the approximate staff of 15 part-time employees. Working in close collaboration with the Manager of Retail Operations and the Retail Buyer, this position will be focused on maximizing customer satisfaction and achieving retail sales goals. Successful candidates must have excellent leadership, sales, organizational, and interpersonal and communication skills. Strong sense of collaboration is essential in working with other Museum departments, including Education, Public Programs, Marketing, Finance, and Development.

MAJOR RESPONSIBILITIES

- Meet or surpass monthly and annual sales goals
- Develop, manage, and stay on budget
- Recruit, train, and motivate staff to ensure exceptional customer service
- Communicate the vision, business strategy, and brand to store staff
- Educate staff on new merchandise lines and ticketing partnerships
- Train staff on sales strategies to achieve sales goals
- Resolve customer service issues
- Supervise and maintain efficient daily operations, including accounting processes and reconciliations for opening and closing the shops, monthly income and expense reconciliations, etc.
- Must be able to ensure Retail Buyer's plans for merchandising and display are properly and consistently implemented
- It is expected that the manager will spend at least 80% of their time on the sales floor working directly with customers and staff

- Able to sell memberships and encourage staff to achieve or surpass membership sales goals

MINIMUM REQUIREMENTS

- A minimum 5 years of experience in retail management, with a museum or non-profit background highly preferred.
- Proven success in achieving and maintaining retail sales goals while staying within budget.
- Proven success managing and leading a dedicated staff.
- Able to analyze and report on sales and attendance.
- Strong merchandise/visual presentation skills are a plus.
- Detail oriented and able to maintain ticketing database integrity.
- Must have the ability to provide a high level of customer service to all levels of internal and external customers.
- Strong organizational skills.
- Proven ability to handle a diverse workload and multiple priorities.
- Must be a TEAM player and ready to jump in when needed.
- Must be able to work collaboratively with various Museum departments.
- Bachelor's degree preferred.
- Proficient with MS Office programs.
- Experience with POS and Inventory Management Systems.
- Experience with Counterpoint strongly preferred.
- Experience with Blackbaud Altru a plus.

Schedule: Tuesday – Saturday, must be flexible and able to work various evenings, holidays, or provide emergency coverage as needed.

BENEFITS

Excellent benefits package, including a defined benefit pension plan as well as a 401K savings plan.

HOW TO APPLY

Please email your resume with cover letter and salary requirements to the Museum of the City of New York, Attention: Human Resources Department to jobs@mcny.org. To be considered, please include **MANAGER, VISITOR AND RETAIL CUSTOMER RELATIONS** within the subject line of your email.

The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.

The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. All employment-related decisions are based solely on relevant criteria including training, experience, and suitability.