

Title: Assistant Manager of Visitor Services/Retail

Department: Visitor Services

Reports to: Manager of Membership and Visitor Services

The Stickley Museum at Craftsman Farms, a National Historic Landmark located in Parsippany, NJ, has an immediate opening for a part-time Assistant Manager of Visitor Services/Retail to join our professional team. This is a part time, non-exempt position averaging 30 hours per week, Thursday-Sunday. Pay rate for this position is \$17-\$19 per hour, commensurate with experience. Medical and retirement benefits are available to this position.

This position will coordinate the day-to-day operations of The Craftsman Shop and Visitor Services (admissions, reception, museum rules) to generate revenue for the museum and provide the highest quality museum experience for visitors. Under the direction of the Manager of Membership and Visitor Services, the Assistant Manager of Visitor Services/Retail's primary responsibilities ensure that we are visitor ready every day we are open to the public, including:

Shop Responsibilities

- Runs day-to-day museum shop operations including: opening/closing, point of sale (POS) transactions and cash handling, acting as first point of contact for shop email and phone inquiries, and maintaining a clean and organized environment for a positive visitor experience, including (with caretaker and cleaning company) keeping bathrooms stocked and emptying garbage, sweeping, and handling light shoveling and salting in bad weather.
- Coordinates store purchasing process, research, inventory, receiving, merchandising and display, to maximize revenue while adhering to the museum's aesthetic.
- Supervises and manages inventory control processes and procedures, regular monitoring of item counts, and ensuring adequate internal controls to minimize risk of loss.
- Assists in budget development for the shop and participates in the museum budgeting process.
- Manages all aspects of the POS software (Zettle) including data entry integrity, report management, and troubleshooting system issues.
- Manages all aspects of the online shop (WooCommerce), including regular updating of online item listings and photography and staging of product. Fulfills, packs and ships all online shop orders.
- Preps shop social media post and eblast components in coordination with Manager of Membership and Visitor Services.

Visitor Services Responsibilities

- Runs day-to-day visitor services operations including: proper building opening and closing procedures, being present at the museum during open hours, including during occasional evening programs, ticketing, front-end admissions, acting as first point of contact for general museum-related email inquiries, responding to special needs of museum visitors, and maintaining positive visitor experience including greeting visitors, enforcing and communicating museum rules, restrictions, and guidelines.
- Gathers audience data from visitors and maintains attendance records for use in grant reporting.
- Keeps office staff apprised of museum happenings in real time.
- Develops a positive working relationship with volunteers.

The Stickley Museum at Craftsman Farms
2352 State Route 10, Morris Plains, NJ 07950
973.540.0311 | info@stickleymuseum.org

- Willingness to complete docent training, and to step in for volunteers, including to give museum tours as needed.

Additional Responsibilities

This position is the first point of contact for rental inquiries and will arrange for contracts as necessary, oversee or arrange for overseeing of on-site needs (buildings and bathrooms being opened and visitor ready, etc.).

This position participates in museum events and fundraisers, including but not limited to exhibition openings, the Gala, holiday and special tours and extended shopping hours. Flexibility to cover occasional schedule changes and evenings is needed.

Qualifications

1-2 years of direct customer service or retail experience, preferably in a supervisory role.

Demonstrated competency with POS systems, desktop computers, and spreadsheet software.

Physical Demands

The physical demands 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 regularly required to stand and walk. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Equal Opportunity Employer

SMCF is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees based on age, race, sex, religion, national origin, disability, sexual orientation, or any other reason.

The historic nature of the buildings may limit accessibility for individuals in both public and staff areas. Reasonable accommodations will be considered, but due to the historic nature of the buildings, certain accommodations may not be possible.

Covid-19 Vaccination Requirement

SMCF requires all employees to show proof of Covid-19 vaccination as a condition of employment. Fully vaccinated is defined as having had your second dose of Pfizer or Moderna, or your single dose of Johnson & Johnson, at least two weeks prior to your start date. If you are willing to get vaccinated, your start date would be adjusted accordingly.

How to Apply

Please submit your resume via email to: info@stickleymuseum.org. No phone calls, please. Only applications submitted by email will be considered.