

**Name:****Job Title:** Museum Store Manager**Reports to:** Visitors Services Manager**Organizational Level:** Administration/Visitor Services**Updated:** 03-2023**Department:** Kentucky Historical Society**Class Title:** KHS Program Coordinator-KHS**Division:** Administration**Position Number:** 30019755**Position Type:** Full-time, Non-exempt**Job Summary:**

The Museum Store Manager will work to fulfill the mission of the Kentucky Historical Society as a vital member of the public-facing Visitor Services team. The Museum Store Manager is responsible for the daily operations of the Stewart Home & School 1792 Store. The main responsibilities include researching and ordering stock, organizing, and maintaining inventory, and training staff to work in the shop. Other duties include assisting with general front desk needs and other members of the Visitor Services team with programs and special events.

Essential Duties and Responsibilities:

- Manage daily operations of the museum store.
 - Maintain store records including, but not limited to, sales, refunds, and inventory processed with Altru, KHS's point of sale system.
 - Organize a bi-annual full store inventory, accounting for sales, damages, losses, etc.
 - Train other Visitor Services staff to conduct daily sales and procedures.
 - Order new stock in keeping with the store's annual budget.
 - Organize floor sets, keep the store clean, and keep backstock organized.
- Create and maintain a connection with the community via merchandising.
 - Work with the Visitor Services Manager and the Director of Marketing to create a thorough annual marketing plan for the store, including but not limited to sales and promotions, advertising, social media campaigns, and window displays.
 - Work with KHS staff to select merchandise items to stock that relate to KHS, our mission, the community, history, target audiences, and beyond.
 - Connect and network with other retailers, including Downtown Frankfort Inc., the Museum Store Association, etc.
- Assist with the overall functioning of the Visitor Services Team as needed.
 - Work as a representative at the front desk to greet visitors and answer questions about the agency.
 - Assist with field trips, programs, and facilities rental, as needed.
 - Other duties as assigned.

Qualifications:

Education/Experience – Undergraduate degree in business, retail management, marketing, or related field or equivalent experience in customer service, retail management, marketing, or finance. Two (2) years of



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experience with a point-of-sale system.

Communication – Ability to write and communicate effectively with guests, staff, volunteers, and outside vendors. The ability to work with varying ages, backgrounds, ability levels, and people is required.

Computer Skills – Basic internet, word processing, database management, spreadsheets, and email use. The ability to learn new databases and/or programs as needed is required. Experience with Blackbaud's Altru or other point-of-sale databases is preferred.

Working Conditions:

Work Environment: Ability to organize files and projects and complete them in a timely manner. Must be able to manage multiple projects from concept to completion. This position is a 37.5-hour, Tuesday through Saturday position. Must be able to work the occasional evening or holiday to provide for the needs of KHS in its programming and services for its museum and special event guests.

- *Physical Demands:* Must be able to sit or stand for long periods. Must be able to move around the 1792 Museum Store to assist customers, replace store inventory, and straighten shelves. This requires lifting, reaching high and low with the occasional use of a step stool. Must be able to maintain consistent movement between KHS campus sites, all within a .25-mile radius in downtown Frankfort, Kentucky.

Competencies/Behavior Dimensions:

- ***Passion for Kentucky history:*** Passion for the KHS mission and core values: service, discovery, excellence, authenticity, and stewardship. Possess the ability to communicate this passion to others.
- ***Service Focus:*** We value our role in serving the public and work to ensure those services are exemplary.
- ***Discovery:*** We value dialogue, discussion, education, and scholarship. We value an organizational culture of discovery that inspires, engages, and motivates learners of all ages.
- ***Excellence:*** We value continuous improvement with the goal of excellence. To that end, we place high value on adhering to and shaping professional standards.
- ***Authenticity:*** We value integrity, legitimacy, and the power of the authentic. We, therefore, value research, collections, and programs backed by fact.
- ***Stewardship:*** We understand that stewardship is all about what you do with your resources and how you do it. As a result, we value the proper stewardship of Kentucky's historical assets, of KHS financial and human resources, and of the KHS mission.
- ***Be inclusive:*** Give opportunity to the history of all people. Encourage them to share their history and make it broadly accessible
- ***Be Innovative:*** Create new ways to ignite the public's curiosity about history. Maximize the latest appropriate resources to implement them.
- ***Be Bold:*** Don't be afraid to address controversial issues. Don't be afraid to take risks to accomplish organizational goals.
- ***Be Relevant:*** Identify the issues that matter today. Demonstrate how history can play a key role in their resolution.



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- ***Embrace Diversity:*** Commitment to inclusiveness and empowerment. Demonstrates respect, equity, and empathy for a diverse community.
- ***Professional Development:*** Actively participate in agency-approved internal and external professional development events, as needed, or directed by the supervisor.

Direct Reports:

None