

## **Operations & Retail Manager - Chihuly Collection**

Reports to: Chief Curator

The Chihuly Collection seeks an Operations & Retail Manager. This is a full-time, non-exempt position responsible for all operations and functions of the Chihuly Collection to ensure timely opening and efficient operations. This position is also responsible for setting retail sales revenue and developing strategies that lead to sales and maximize store profits. Has broad knowledge and experience in arts administration, knowledge of contemporary glass art preferred, and excellent decision-making abilities, planning skills and initiative. The Operations & Retail Manager for the Chihuly Collection is the site director for this facility and manages all aspects of operations, retail, group tours, staffing, and the visitor experience, including the video theater, technology, the Chihuly garden, security, custodial needs and special events.

**Essential Duties and Responsibilities** include the following. Other duties as assigned:

- Knowledge, skills and ability to serve as the key operational contact and site director of the Chihuly Collection.
- Knowledge, skill and ability to manage overall store and retail operations, along with selling admission tickets as necessary.
- Ability to supervise schedules and training (including guest services staff on occasion) to ensure excellent customer service, enforcement of policy and procedure and proper staff coverage
- Ability to maintain a clean and presentable facility for our visitors and staff including maintenance of Store, storage room and inventory items.
- Ability to formulate and update store and sales policy and procedures.
- Ability to work with Chief Curator and Marketing Manager to create sale publicity and promotional sales plans.
- Skill and ability to track sales and to set, meet or exceed monthly sales goals while reducing expenses when possible.
- Ability to work with vendors such as Chihuly Studio to facilitate partnerships and sale of new inventory.
- Knowledge of Morean Arts Center, Morean Glass Studio and Morean Center for Clay hours, exhibitions, and programs
- Knowledge of opening and closing procedures, cash management, and security systems
- Knowledge, skill and ability to oversee the Chihuly Docent Program
- Knowledge, skill and ability to use and train others on using Blackbaud Altru CRM and Microsoft Office suite, especially Outlook, Word, and Excel.

**Minimum Qualifications:** Bachelor's degree from an accredited college or university desired but not required. Strong organizational, project management and delegation skills required, as well as prior retail experience. At least 5 years prior work experience. Excellent oral and written communication skills are essential. Knowledge of contemporary glass art

is preferred, but not required. Must be able to work flexible hours (including weekends) to provide sufficient coverage for the Collection's hours of operation. Should be able to lift and move light to moderately heavy objects (up to 50 pounds) and use a ladder.

***For more information please see our listing and apply via Indeed.com or via email to [humanresources@moreartscenter.org](mailto:humanresources@moreartscenter.org). No phone calls please.***