



## **Position Announcement**

**Position:** Museum Store Manager  
**Reports to:** Operations Manager  
**Status:** Full-time, non-exempt  
**Schedule:** Tuesday through Saturday, with periodic evening hours  
**Salary:** \$40,000 to \$45,000  
**Location:** Onsite, Jamestown, NY  
**Start Date:** Position remains open until filled

### **Overview**

RTPI prides itself on providing an exceptional museum experience. The Snowy Owl Museum Store – staffed by Visitor Experience Associates – provides visitors with their first impression and their last interaction with the museum. The Museum Store Manager is committed to ensuring that the museum store is fully integrated into the overall museum experience. The Manager is equally committed to maximizing the revenue potential of the museum store to further RTPI's mission work at the nexus of art and nature.

PLEASE NOTE: Only candidates who meet or exceed the required experience and essential skills will be considered for this position.

### **Museum Store Responsibilities**

- Responsible for all aspects of inventory, supplies, purchasing, inventory control and merchandising both onsite and e-commerce
- Manage the museum store to reflect RTPI's mission while maintaining an attractive retail appearance with effective merchandise presentation
- Work with CEO to maintain and complete both short and long-range goals and strategies for profitable growth
- Continually research new vendors for fresh inventory
- Order merchandise and manage vendor contracts
- Receive all merchandise, establish appropriate pricing and direct all displays within the museum store
- Manage the organization of supplies, inventory, and equipment
- Manage annual physical inventory
- Manage Square point of sale system and coordinate with bookkeeper to ensure accurate accounting of all sales
- Utilize best practices in cash handling, counting, and drawer open and close procedures
- Work with Operations Manager to train staff on superior sales and customer service standards to attain sales goals and achieve consistently positive visitor experiences
- Model and reinforce positive customer service behavior for Visitor Experience Associates, diplomatically manage the customer needs and complaints in a timely and professional manner

### **Visitor Experience Associate Responsibilities**

- Welcome all visitors to RTPI, providing exceptional customer service including information and orientation about the museum, museum store, memberships, exhibitions, programs, Peterson Preserve and whatever else may be necessary to ensure an exceptional visitor experience of RTPI
- Maintain up-to-date knowledge of museum exhibitions and programming, membership benefits, etc., museum operations, etc.
- Under the direction of the Museum Store Associate, assist with museum store operations such as tagging, labeling, and restocking
- Process all museum transactions on RTPI's Point of Sale system (Square), including admissions, program and events, museum store sales, etc.
- Maintain an accurate "bank;" assist with the tally of daily transactions and reports
- Prepare for museum opening each day
- Maintain the appearance of public areas throughout each day
- Serve as front desk reception for RTPI staff
- Conduct museum closing procedures each day
- Attend weekly staff meetings
- Other duties as assigned
- Serve as an ambassador for RTPI within Jamestown and the surrounding region

### **Required Experience**

- Minimum 2-3 years of retail management experience, inventory control, purchasing, point-of-sale tracking, and merchandising, both onsite and e-commerce
- Minimum 3-5 years of experience working in hospitality, retail, sales or customer service

### **Essential Skills and Characteristics**

- Knowledge of retail operations, retail store management, and visual merchandising
- Excellent public relations and customer service skills, including customer service concepts and techniques
- Excellent POS and computer skills
- Professional appearance
- Welcoming and engaging presence
- Reliable and trustworthy
- Must be able to multitask and remain calm in a fast-paced environment
- Must possess high personal standards and a positive attitude, be detail oriented, and work well both independently and as part of a team
- Must be able to accept feedback and willingness to continually improve
- Must have a passion for the mission of RTPI

### **Compensation**

The Visitor Experience Associate is a full-time, salaried position. The starting salary ranges between \$40,000 and \$45,000, depending on experience, plus a generous benefits package including health, vision and dental insurance and an employer-funded 403(b) retirement plan.

**About the Roger Tory Peterson Institute**

Home to the largest collection of Roger Tory Peterson's original artwork, the Roger Tory Peterson Institute is a museum dedicated to Art that Matters to the Planet. Through world class exhibitions and programs, RTPI illuminates the beauty of nature; challenges us to confront environmental issues of regional, national and global concern; and inspires us to preserve the earth's biodiversity – with a particular emphasis on the natural area wonders of Western New York.

RTPI is an Equal Opportunity Employer.

**How to Apply**

Please combine cover letter and resume into a single PDF and email to: [Newhire@rtpi.org](mailto:Newhire@rtpi.org) and include "Museum Store and Visitor Experience Associate" in the subject line.

PLEASE NOTE: only those candidates who meet or exceed the required minimum experience will be considered for this position.