

Manager, Museum Store

Job description

The Weitzman National Museum of American Jewish History, located on Historic Independence Mall, is seeking an ambitious, high functioning, extremely organized, and outgoing team leader with relevant retail and management experience.

The Weitzman brings the 360-year history of Jews in America to life. Tracing the stories of how Jewish immigrants became Jewish Americans, the Museum invites visitors of all heritages to share their own stories and reflect on how history and identity shape and are shaped by the American experience. An open door for all, the Weitzman honors the past and propels the future by fueling imagination and ideas, culture and community, leadership and service, in ways that turn inspiration into action.

Responsibilities

Financial

- Accurately perform all point-of-sale (POS) related activities including cash-outs
- Assists in setting, tracking, and meeting monthly sales goals
- Manage stock levels and complete annual stock inventory count
- Receive shipments, ticket and display merchandise
- Adhere to all established loss prevention and operational policies and procedures
- Identify and capitalize on opportunities to sell Museum memberships

Merchandising/Front of House

- Take an active role on the sales floor, ensuring all clients are greeted and engaged
- Educate visitors on the store's extensive Judaic content and other merchandise
- Analyze metrics and reporting to identify trends
- Ensure the guest experience is at the center of all decision-making by creating a dynamic and engaging shopping experience and always prioritizing the visitor
- Teach product knowledge and fully train staff to drive sales through service
- Utilize techniques to develop repeat clients using data and purchase history
- Assist in the day-to-day supervision of the Store to ensure a high level of customer service, assuming full supervisory responsibility for the store in the absence of senior management.
- Ensure employees and volunteers are knowledgeable in visitor satisfaction methods, store products, and retail operations

- Foster a collaborative and engaging environment

Online Store

- Manage the fulfillment and shipment of orders

Qualifications, Experience, and Attributes

- Ability to professionally communicate information through oral, written, and technological methods to a wide variety of internal and external stakeholders
- 3 years retail sales and management experience required
- Bachelor's degree preferred
- Decision-making, problem-solving, positively resolving customer issues in the moment, high level of customer service, building relationships with clients, merchandising
- Availability to work weekends, holidays, and occasional evenings
- Working knowledge of information technology and business software applications, particularly PCs, the Microsoft Suite, & Shopify
- Some knowledge of Judaism and/or Hebrew preferred but not required
- Advance knowledge of Shopify, ShipRush, or similar platforms a strong plus

Physical Requirements

- Ability to lift, carry, push, and pull items weighing up to 30 lbs.
- Ability to spend a considerable amount of time standing
- May spend time sitting, using a computer
- May climb short ladders periodically

The Weitzman offers a comprehensive benefits package. Salary commensurate with experience. We are an equal opportunity employer that is committed to workplace diversity and to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, marital status, parental status, or veteran status.

Job Type: Full-time

Pay: \$50,000.00 - \$55,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

- Vision insurance

Schedule:

- 8 hour shift

Work Location: In person

To Apply:

Please submit a cover letter, resume to: employment@theweitzman.org