



Museum Shop Manager at Bergstrom-Mahler Museum of Glass

Overview:

As a center for extraordinary glass experiences, Bergstrom-Mahler Museum of Glass (BMMOG) offers unique discoveries to ignite creativity, spark fun, and cultivate learning for all. Our mission is to engage, excite, and educate our regional and global audiences using our world-renowned glass paperweights, glass collections, and changing exhibitions. Our admission is free and open to everyone, six days a week. Bergstrom-Mahler Museum of Glass Shop carries unique objects by glass artists worldwide who are at the top of their art form, along with an amazing array of unique and affordable art glass collectibles and gifts. The Museum Shop Manager is committed to ensuring our visitors and corporate partners have excellent customer experience by creating a friendly, welcoming environment as part of their overall museum visit. The museum seeks to build its team with innovative staff who will maintain our standards and hallmarks of integrity, excellence, and dedication to our guests, exhibitions, volunteers, and colleagues.

Our Values:

- Developing warm, family friendly relationships with our community
- Celebrating creativity, innovation, and expression of ideas
- Pursuing excellence
- Fostering an environment of acceptance
- Promote Life-long Learning
- Embracing Integrity

Job Position Details: Museum Shop Manager

Reports to: Assistant Director

Relationships: Works in close coordination with our Executive Director, our Assistant Director, and our Visitor Service Supervisor and collaboration with our Curator of Collections and Exhibitions, Development and Engagement Manager, Education and Community Manager, Studio Manager, and Facilities Coordinator.

Purpose: BMMOG Shop is often the first point of contact with our guests. This requires the manager to maintain an excellent level of customer service, personal presentation and professional standards. BMMOG Shop is to be fully integrated with the mission of the museum and will assist and serve our visitors as they view the exhibitions, participate in programming and seek merchandise that extends these experiences.

Salaried Exempt Full Time at \$38,000 – 42,000/yr., hours are Tuesday through Saturday with some evenings.

Job description:

The Museum Shop Manager supports the mission of the Museum and guides the Shop to provide earned revenue for the museum operating budget. BMMOG is seeking an energetic shop manager who has a strong vision to move our shop experiences forward both onsite and through e-commerce. The Shop Manager plays a key role in providing excellent visitor and customer service, education, and museum support. The position is responsible for overseeing all aspects of the museum shop including purchasing, merchandising, consignment, point of sale management, reconciliation, inventory control, and management of shop staff and volunteers.

Essential Duties:

- Responsible for all aspects of inventory, supplies, purchasing, inventory control and merchandising both onsite and e-commerce.
- Oversees daily operations and sales reconciliation within POS system, tracking/deposits.
- Cultivates, trains, and supports volunteers and part-time staff to support the museum's efforts
- Oversees the museum's corporate gift program in conjunction with the museum's development department. Advises the museum's executive director on corporate clients and special guests.
- Prepares an annual budget, business plan, monitors sales trends, and tracks monthly sales figures reporting to the Assistant Director.
- Compares the museum shop to the market and is knowledgeable about other similar services, pricing, and customer development. Finds opportunities to collaborate with like-minded museums and regional organizations.
- Works with marketing personnel to establish appropriate promotions, advertising, print, web, and social media material.
- Buys from artists or glass vendors and prepares purchase orders, handling all related communication. Maintains excellent relationships with local, regional, and nationally located glass artists. Manages consignment with select artists.
- Tracks merchandise for reorder or sales trends and prepares analytics using POS system.
- Manages displays and promotions including seasonal/holiday promotions and open houses, artist promotions, visiting artists, and collaborative opportunities with museum programming, particularly glass exhibitions, membership opportunities and studio classes.
- Organizes and develops special commissions for specialized promotions and product development: annual ornaments, annual holiday weight, exhibition artists, visiting artists in conjunction with other departments and receives approval from Executive Director and Assistant Director.
- Seeks new sales avenues in conjunction with the mission and direction of the museum, including growth strategy to include e-commerce.
- Other duties as assigned.

Education/Qualifications:

- The ideal candidate will have a BA or BS in business with marketing, retail and/or related experience, excellent organizational, management, and computer skills, 5 years of retail experience including management, merchandising, purchasing, and promotion.
- Excellent people skills to work with vendors, artists, a client base, strengthen customer service, and development of volunteer staff. Must work well as part of a team with other museum staff.
- Excellent computer skills using MS Office, adept in the operation of a POS system and other data base systems, QuickBooks, sales report generation, inventory control, and e-commerce promotions.
- Photography skills and ability to process photos for computer promotions, website updates, and email to customer inquiries.
- Able to keep current on shipping and postal regulations.
- Some travel is necessary. Evening and weekend work is required.

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. This position requires the ability to move, pack, and ship objects. Performing the duties of this job, the employee is regularly required to perform semi-skilled movements such as operation of a computer keyboard, telephone, calculator, paper cutter, and other office equipment. The employee is regularly required to exert light to medium physical effort in work involving lifting, carrying pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities require close vision, color vision, and ability to adjust focus.

Knowledge and Abilities:

- The position needs enthusiasm and a commitment to the mission and vision of the museum as well as being a positive person, interacting courteously and respectfully with both internal and external individuals.
- Critical thinker and self-starter who is willing to work proactively to identify key priorities and work across teams to implement the necessary solutions.
- Ability to bring forward-looking approach to solving current challenges and initiatives.
- Strong logistical experience, with commitment to details.
- Presents a professional, businesslike image to all co-workers, visitors, customers, and the public.
- An ability to foster trust and keep all information confidential.
- Must be self-aware, self-regulated, motivated, and empathetic.

About the Museum:

Established in 1959, Bergstrom-Mahler Museum of Glass is a fine art museum with glass-focused programming located in Neenah, Wisconsin. It is one of a few American Alliance of Museums accredited institutions in the State of Wisconsin and the only one exclusive to the media of glass. The museum collection has stunning objects, including antique paperweights, Germanic drinking glasses, and jaw-dropping contemporary glass sculpture. The museum also offers a schedule of temporary glass exhibitions, as well as studio classes in glass for youth and adults and a shop with one-of-a-kind gifts.

Benefits at Bergstrom-Mahler Museum of Glass

The following benefits apply to any regularly-scheduled position of 30 hours per week or more at Bergstrom-Mahler Museum of Glass. This is a general listing and not exhaustive. Please refer to the Bergstrom-Mahler Museum of Glass Employee Handbook for specific benefits information and examples.

Paid Time Off (PTO) – to be used for vacation, sick, and personal time off

- 15 pro-rated days after 1 year of service, awarded on July 1, first day of the fiscal year. Days are pro-rated according to number of regularly-scheduled weekly hours.
- After first 6 months of service, PTO time will be awarded, pro-rated to number of months remaining in fiscal year.

Holiday Pay – paid holiday leave to observe the following designated holidays: Your Birthday, New Year's Day, MLK Day, Easter Sunday, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, and December 24th, 25th, and 26th.

401k Retirement Plan – After 1 year of service and 1,000 hours worked, employees age 21 or over are eligible to enter plan on next entry date of January 1 or July 1. The museum's safe harbor matching contribution will be a 100% (dollar-for-dollar) matching contribution on salary deferrals up to 3% of compensation plus a 50% matching contribution on any additional salary deferrals above 3% up to 5% of compensation.

Health Insurance – employee health insurance covered at 75% premium by museum/ 25% by employee. Extension of coverage to family 50% premium by museum/ 50% by employee. Eligible for coverage on 1st of month following 30 days of service.

Dental and Vision Insurance – premium 100% by employee, eligible for coverage on 1st of month following 30 days of service

Life and Disability Insurance – eligible for coverage on 1st of month following 30 days of service

Museum Membership – includes discounts in shop and classes. Also includes North American Reciprocal Museum (NARM) Association membership

Bereavement Leave – A maximum of three consecutive days of paid bereavement leave, as needed, may be granted in the event of death of an immediate family member. One day of paid bereavement leave may be granted in the event of death of other relatives for the funeral.

Associated Bank: Through a partnership with Associated Bank, museum employees can enjoy "Bank at Work" financial webinars and also bank account benefits.