



## Museum Store Assistant Manager

### Position Description

The Maryland Center for History and Culture (MCHC) seeks a Museum Store Assistant Manager, responsible for the overall operations, merchandising, and inventory of the MCHC Museum Store, as well as assistance in performing functions of the Visitor Experience Department. The Museum Store Assistant Manager offers a high level of customer service to the MCHC's members, visitors, volunteers, and staff by providing a positive shopping experience both in person and online, maintaining a well-curated store presence. This position has key responsibilities for security functions, including opening and closing of the buildings, and monitoring the safety and security of the facilities and reports to the Visitor Experience Manager.

### Responsibilities

#### Museum Store functions

- Responsible for buying and merchandising store inventory;
- Oversee LightSpeed point of sale platform and manage onsite and ecom sales/orders;
- Prepare comprehensive inventory reports as requested, offer action-oriented plan for improvements;
- Perform cash and credit card receipt functions according to cash-handling protocol and standards,
- Maintain online store and process online orders, including fulfillment, packing, and shipping;
- Develop and maintain annual store budget in collaboration with Vice President of Operations and Visitor Experience and the Chief Financial Officer, and provide finance staff with monthly sales reports;
- Collaborate on marketing strategies and promote current MCHC museum exhibitions by implementing promotions and merchandise plans with different departments.
- Train and supervise Visitor Experience Associates in store processes;
- Update and maintain Visitor Experience Manual with relevant store operation content.

#### Visitor Experience functions

- Greet and orients patrons, collect admission fees, provide orientation to visitors;
- Perform routine opening and closing procedures for the museum;
- Promote museum membership and benefits to visitors;
- Occasionally assist with staffing the Visitor Services Desk;
- Handle other duties as needed and/or requested.

### Qualifications

- 3-5 years of retail management and customer service required;
- Excellent customer service and communication skills;
- Ability to work weekends and occasional evenings is required;
- Ability to gather data, compile information and prepare reports;
- Working knowledge of business office applications including email, word processing, spreadsheet and database applications;
- Must be punctual and reliable with assigned schedule;
- Ability to detect problems and report information to appropriate personnel;
- Ability to understand and follow specific instructions and safety procedures;
- Moderate physical activity may be required. Requires handling of objects up to 25 pounds, standing, and/or walking for long periods of time.

**About the Position**

This is a full-time 40 hours per week position, offering a full benefits package, including medical, dental, 403(b) retirement plan, and a health savings account. Full-time employees of MCHC are part of a generous paid leave policy. Free onsite parking available for staff. The salary range is \$40,000-42,000 annually. Full benefits package included. Some evenings and weekends required.

**To Apply**

Please email a cover letter and resume with contacts of three professional references to [jobs@mdhistory.org](mailto:jobs@mdhistory.org). Subject line: Museum Store Assistant Manager. Incomplete applications may not be considered. No phone calls, please.

**About MCHC**

The Maryland Center for History and Culture is an equal opportunity employer that seeks to educate people of all ages about the American experience through the rich history of Maryland using the society's collections and to preserve important objects and archival materials from prehistoric Maryland to the present day.

Founded in 1844, the Maryland Center for History and Culture is the state's oldest continuously operating cultural institution. In keeping with the founders' commitment to preserve the remnants of Maryland's past, MCHC remains the premier institution for state history. With over 350,000 art objects and artifacts and seven million books and documents, the society now serves more than 100,000 people through its museum, library, press and educational programs. Learn more at [mdhistory.org](http://mdhistory.org).