



**Job Title: Retail Sales & Merchandising Manager**

**Department: Operations**

**Reports To: Director of Operations & Administration**

History saved and preserved is the foundation for strong, vibrant communities and future generations. The Detroit Historical Society's mission is to tell Detroit's stories and why they matter. Founded in 1921, the Society has been bringing together diverse voices and communities around the stories of the region to find their place in the present and inspire the future for almost 100 years. Located in Detroit's cultural district, the Society administers and develops exhibitions and programming for the Detroit Historical Museum, and Dossin Great Lakes Museum. The team cares for more than 250,000 artifacts in its collection, relying upon a staff of over 50 individuals to help bring Detroit's stories to life.

The Detroit Historical Society is excited to recruit for an enthusiastic **Retail Sales and Merchandising Manager**. This newly created position focuses on providing our guests with exceptional shopping opportunities that compliment and complete their experience with the Detroit Historical Museums and their love of Detroit. This position will be responsible for working with our dynamic Development, Marketing and Mission-related teams to create a multi-year merchandising plan, while identifying pop-up opportunities. In addition, this position will be responsible of the launch of an on-line store and for meeting financial goals. This role will partner with Museum leadership to develop an extensive strategy for achieving our retail goals which include a dynamic shopping environment, while giving tribute to the history of Detroit.

This position is located in Detroit's Midtown and Belle Isle; our Museums are in the heart of the City's arts and culture centers.

#### Overall Responsibilities

The ideal candidate will have extensive retail management experience, with strong financial, administrative and analytical skills. The candidate should have experience in the development and execution of both short and long range goals and strategies for profitable and scalable growth for the retail operations. This individual will have significant administrative capabilities, including the ability to compile data into clear and informative reports and to manage complex processes and procedures. The candidate will have experience with managing POS systems and leading a team with emphasis on best in class customer service. The position will support the staff provided by the Visitor Experience Manager with product education and management.

## Leadership and Development

- Accomplishes business development activities by researching and developing marketing opportunities and plans.
- Implements sales plans on an annual basis including merchandise planning, inventory control strategies and financial metrics.
- Actively engages the Mission, Marketing and Development teams to ensure merchandising plan incorporates planned events, exhibition openings, and other feedback.
- Actively engage the Exhibition team to plan and implement regular improvements to the museum store appearance.
- Create monthly standard sales and marketing reports to provide to Director and Cabinet team members.
- Collaborate with Marketing and Exhibitions teams to establish DHS branded merchandise.
- Launch on-line store within six months of start date.
- Establish a social marketing campaign primarily with DHS Museum Merchandise/Pop Ups; however, expansion into supporting overall digital and social media may be pursued and/or requested.
- Identify, coordinate, and execute pop-up merchandise opportunities throughout the City of Detroit.

## Administration

- Development and management of annual budget, forecasting and reporting
- Manage and coordinate all financial reporting to Finance Department monthly, quarterly, annually

## Customer Care

- Working closely with all departments to ensure the smooth execution of tours, promotions and special events if retail merchandise is provided
- Create tools for receiving customer feedback on retail items to incorporate improvements.
- Ensure the delivery of the Society's mission statement, objectives and values
- Act as a role model to staff and colleagues within the Museums

## Skills & Experience

- Bachelor's degree or equivalent work experience required. Prior museum experience plus!
- 5-7 years of prior retail sales and marketing experience
- Excellent interpersonal skills, including the ability to work well with individuals of diverse backgrounds

- High level of professionalism and customer service
- Ability to multi-task and work in a fast-paced, often changing environment
- Ability to work independently, yet as a contributing member of the overall Society staff
- Presentation skills and time management
- Competent IT skills – Microsoft Office Suite and POS systems
- Excellent interpersonal and communication skills
- Flexible approach to working in a team
- Ability to deal confidently with emergency situations
- The ability to work under pressure, forward plan and meet deadlines.
- Comfortable with Social Media Platforms and searches

### Hours

- Full-time exempt position
- Monday through Friday with some weekend and evening hours required for events, training and supervision. DHS provides a flexible work environment.

Please send resume, cover letter and salary requirements to the Human Resources Department at [humanresource@detroithistorical.org](mailto:humanresource@detroithistorical.org) no later than March 6, 2019. Please no phone calls.

### **About DHS:**

Stop working and start innovating! This is your opportunity to join a national leader in museum services. The Detroit Historical Society has a 100-year legacy of telling Detroit's stories and why they matter. Most recently, with the 50-year anniversary of the summer of 1967, DHS sought to commemorate the traumatic riots with a sensitive and inclusive narrative. Rather than just create an exhibition, DHS shepherded a community-wide collaborative project. *Detroit 67: Looking Back to Move Forward* captured the story and proved that the Detroit Historical Society is a safe place to convene for difficult conversations.

DHS is an Equal Opportunity Employer and we encourage a diverse pool of candidates to apply.