

## Job Description

Date Opened:	November 1, 2018
Date Updated:	July 5, 2023
Title:	Museum Store Director
Reporting to:	President and CEO of Discovery Park of America
Full/Part time	Full-time
Exempt/Non-Exempt	Exempt

## Description

Reporting to the president and CEO, the museum store director manages all day-to-day non-staffing operations of the Discovery Park of America gift shops. Included is all procurement; merchandising; and financial and administrative functions. The museum store director establishes and implements a retail vision and visitor experience consistent with the mission of Discovery Park of America and its various galleries and experiences.

## Duties and Responsibilities

- Research, evaluate and purchase merchandise for gift shops in Discovery Center and outside at Mill Ridge; ensure that all merchandise is appropriate, of good quality and aligned with the mission and the exhibits of Discovery Park.
- Maintain professional knowledge by participating in professional societies and local activities, reviewing professional publications, and establishing personal networks; attend merchandise shows as required.
- Seek out opportunities to offer merchandise for sale by local artisans and craftspeople.
- Work closely with the director of café so the two experiences support each other.
- Receive, process and price incoming stock.
- Manage merchandising strategy to create visually enticing displays and staging to create a pleasant “shopertainment” experience for guests.
- Seek out new opportunities to sell merchandise to guests.
- Oversee and maintain use of Altru retail Point of Sale system for the gift shop.
- Plan and implement annual physical inventory count and maintain current inventory database.
- Forecast, plan, and adhere to the annual museum and park gift shop budget and track sales and cost of goods.
- Analyze sales trends and pricing policies and apply to items available to ensure profitability; forecast merchandise needs for future events, exhibits and seasons.
- Serve the entire leadership team as a consultant regarding any outside purchase of merchandise.
- Process and submit invoices in a timely manner; reconcile purchasing card statements; work out discrepancies with vendors.



- Contribute as needed to the hiring and training of staff to ensure the best customer experience possible. Serve as a front-of-house associate working directory with guests as needed.
- Work with in-house marketing to design all shop graphics, signage, labels, and custom packaging.
- Coordinate and execute all activities related to product development and develop customized Discovery Park products in conjunction with permanent as well as special exhibitions.
- Occasional evening or weekend work is required.
- Perform other duties as required.

#### Qualifications

- A minimum of five years' equivalent of high-level management experience. College degree or equivalent significant retail experience required. Experience with tracking budget expenses; pricing; wholesale vendor relationships required.
- Attention to detail with proven skills in written and oral communication, leadership, team-building and motivating peers.
- Ability to interact well with a wide range of people and personalities of all levels within and outside of Discovery Park of America.
- Job requires employee to function in a fast-paced, high-volume environment with large crowds. The employee is regularly required to stand for long periods of time, climb up/down stool steps, stoop, kneel, crouch or sit and must lift and/or move up to 25 pounds.

To apply, fill out and submit the job application on our website, and email your resume to [jobs@discoveryparkofamerica.com](mailto:jobs@discoveryparkofamerica.com), fax to (731) 885-7276 or drop off at the Discovery Park ticket window.

Discovery Park of America is an equal opportunity employer where all are free from harassment and empowered to succeed.