**TheMark Twain House & Museum**

Job Description

**Job Title:** Operations Manager

**Department:** Store/Nook

**Classification:** Full-time (Exempt)

**Date:** 2/26/20

**Reports to:** Director of Retail

**Job Summary:**

The Operations Manager is responsible for helping the Director of Retail to oversee the daily operations and performance of the retail space, including sales, operations, staff supervision, training and development, ecommerce site as well as loss prevention.   Located in the Visitors Center, the Museum Shop and Nook Café are seen by all visitors, and must offer engaging merchandise and exceptional customer service.

**Specific Responsibilities:**

* Through research and education opportunities, become conversant about Mark Twain, the house, collections, exhibitions and programs.
* Oversee fulfillment of online sales.
* Improve conversion rates for the ecommerce site.
* Oversee social media that relates to the store and add weekly posts.
* Photograph items for the ecommerce site.
* Evaluate website design and discuss improvement plans with Retail Director.
* Add and subtract merchandise from the ecommerce site.
* Nook Café management. Maintain Café inventory and operations.
* Manage store inventory orders and receiving.
* Review and approve all operational invoices and ensure they are submitted for payment.
* Oversee and/or perform daily sales activities including cash management; end-of-day reports; and cash reconciliation.
* Training, supervising and ongoing coaching to maintain a highly motivated and energetic sales team.
* Provide ongoing training on systems procedures, product knowledge, merchandise, and customer service.
* Encourage enthusiasm for books by Mark Twain, product lines, sales goals and cross promotions.
* Other duties as assigned.

**Qualifications:**

* BA or BS in a discipline relevant to the museum, business or marketing degree preferred or relevant experience.
* At least one years’ experience in a retail management position.
* Must be proficient in Microsoft Office and the internet. Experience with Woo Commerce and TAM a plus.

**Operations:**

* Monitor and coordinate the daily operations of the sales floor and stock locations ensuring proper staffing levels, sales, and service; following up on work results.
* Perform physical inventory at fiscal year-end.
* Communicates important information:  Ongoing promotions and merchandise updates.  Identify areas of weakness in inventory, merchandising and ecommerce.
* Oversee the purchase and maintenance of operational tools and supplies needed to facilitate the daily operation of the Retail department and Nook Café.
* Help Director of Retail ensure availability of merchandise by maintaining inventory levels in store, web store and for Nook Café.
* Maintain a safe and clean store environment.

**Customer Service:**

* Monitor customer service levels; lead by example in providing service of the highest quality.
* Maintain POS and floor coverage at Nook Café and Store during business hours and for evening events and programs.

**Profit and Loss Responsibilities:**

* Reconcile daily deposits with the Finance Department.
* Responsible for cash handling, i.e., opening cash and register overages and shortages.
* Manage all aspects of inventory control, including regular counts and annual inventory.
* Confirm store credits, discounts, returns, and voids are accurate.
* Review payment requests with the Director of Retail to ensure prompt submission to the Finance department.

**Physical Demands:**

* Physical mobility: sitting, standing, walking, reaching, lifting/carrying objects up to 40 pounds; manual dexterity to operate keyboard.
* Sensory requirement: Ability to communicate and respond to staff, ability to communicate and respond both in person and over the phone to the public.
* Able to work under stress.

**Schedule:** 40 hrs./week, Monday - Friday, 9:00 am - 5:00 pm.  After hours and weekend work is occasionally required.

**Disclaimer:**

This description indicates the general aspects of the position and is not intended to be a comprehensive inventory

Of all duties, responsibilities, and qualifications of this position.  Management may add to, modify the duties of this position, or designate other functions as essential at any point in time.

***The mission of The Mark Twain House & Museum:*** *From this house, Mark Twain changes the way the world sees America and the way Americans see themselves.  We carry on his legacy.*