

Sitka Historical Society & Museum
Sitka, Alaska
Visitor Services Manager
Job DESCRIPTION: Permanent Position

Job Specifications:

- Education: Minimum of high school diploma, College preferred
- Experience: two or more years of retail and/or administrative work experience preferred
- Willingness to learn about museum's mission
- Ability to communicate effectively in oral and written form
- Knowledge of managerial skills and organization
- Ability to apply inter-personal relationship skills
- Ability to work with different types of people (various ages, gender, background)
- Competent with computers, Microsoft Office, email, etc.
- Ability to learn new computer application: PastPerfect

General functions:

- Responsible for maintaining the Sitka Historical Society's Museum Store
- Greet and assist customers and maintains customer satisfaction
- Performs register functions, processes sale transactions, process sales receipt and manages returns
- Receives merchandise and confirms entry into the inventory management system
- Purchase merchandise and maintains inventory
- Prepares merchandise for display and creates display signage
- Restocks all merchandise
- Counts out register and handles deposits at closing
- Hires, trains and supervises sales staff, volunteers, and all cash handling personnel
- Conducts yearly and physical inventories
- Communicates effectively with customers, staff, volunteers, Museum Director, board members and donors
- Develops all gift shop marketing and promotion
- Displays excellent customer service skills
- Ability to accomplish additional administrative tasks, including:
 - Maintain membership, donor, and contacts database
 - Process all payments

Duties and Responsibilities

- Under the policies of the Board of Directors of the Society and the Director of the Museum, the Museum Store Manager shall be responsible for the operation of the Museum Store. The Store Manager shall have responsibility regarding its operation including inventory, layout and staffing. The manager will assist with administrative duties including bill paying, memberships, fund-development and contacts

These duties and responsibilities are further defined but not limited to the following categories:

1. GENERAL DUTIES

Museum Store Manager assumes accountability of the store and all that entails: till accountability, inventory, staffing, and stocking.

2. STAFF AND VOLUNTEERS

Store Manager responsible for supervision of staff including volunteers. At discretion of Museum Director, employs and discharges personnel.

3. MUSEUM STORE

Supervises operation of the museum store including staffing, layout and inventory. Trains and supervises all staff, paid and volunteer. Purchases merchandise for the store in keeping with the mission statements of the Society and Museum and the collection policy. Develops inventory/merchandise unique to the Sitka Historical Museum. Develops public relations program of the Store. Maintains all financial records for the Store.

4. RESPONSIBILITY TO THE MUSEUM DIRECTOR

The Store Manager is responsible for preparing inventory reports for the Museum Director. Will maintain records of operations related to the Museum Store. Will work closely with the Museum Director to coordinate budgetary matters, contact lists, memberships and fund-development record keeping.

9. OTHER ACTIVITIES

- Performs other duties as required

Position open until filled

Days / Hours

Summer Tourist Season: May – September Full Time

Weekly schedule may vary as per Tour Boat schedules.

Winter Season: October – April Part Time, 24-30 hours/week Tues-Friday

Rate of Pay: Permanent Part Time Position

Regular Pay: \$13.26 - \$16.32 /hour depending on experience

Benefits: As per Sitka Historical Society Personnel Policy/Cafeteria Plan @ 18%

Application Process:

Application Form & Resume, Background Check on Request, Interview, References

Contact Bob Medinger, Director

330 Harbor Drive (Centennial Hall)

Sitka, AK 99835

907-747-6455

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