



JOB DESCRIPTION

Retail Gallery Manager

Reports to: Director of Operations

Status: Full time, Exempt

Supervises: Retail Gallery Coordinator

Mission and Description of the Metal Museum

The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice, and community education and engagement. The permanent collection and exhibition program reflects a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

Purpose

To further the mission of the Metal Museum by offering professional retail opportunities to working metalsmiths and educating our audience about the value of fine metal craft.

Essential Functions and Responsibilities

Administrative

- Oversee the daily operations of the store including but not limited to managing store budgets, updating financial records, data entry of all incoming products, and management of POS software.
- Streamline or develop systems, policies and procedures to ensure the safe and efficient operation of the Museum Store Gallery
- Create annual revenue plans and meet or exceed monthly sales goals.
- Maintain proper inventory levels of artwork and supplies, ensure stocking, implement purchasing plans, and maintain contact with suppliers to ensure maximum efficiency in meeting sales goals.
- Scout new metal artists to feature in the sales gallery by staying up to date on contemporary jewelry artists, blacksmithing and foundry news, and events.
- Actively seek out publicity opportunities and liaise with the media to expand the reputation of the Museum Store Gallery and attend trade shows and industry events to network and stay up to date with the latest jewelry trends.
- Assess and select metal arts that support the Museum's mission, vision, and values to showcase in the gallery
- Develop marketing strategies to raise our customers' pool, expand store traffic and optimize profitability, including digital and physical ads, events, social media, and holiday lookbooks. These strategies will be incorporated with the marketing and communications team yearly plans.
- Maintain ecommerce site which includes photographing new products, writing descriptions, data management and shipping of all sold items.
- Assist leadership with the development of the strategic plan for the expansion of the Museum Store Gallery in the new location
- Oversee staff training to ensure that performance objectives related to safety, security and customer experience are met to a high standard.
- Maintain outstanding gallery condition and curate exceptional visual merchandising standards.
- Prepare monthly sales reports that track revenue, expenditures, and payments to artists.

Institutional Responsibilities

- Support the Museum’s mission, vision, values, strategic plan and institutional DEAI initiatives.
- Commit to a positive organizational culture based on mutual respect, cooperation, and openness to others’ perspectives.
- Represent the Museum at a variety of programs and functions.
- Other responsibilities may include, but are not limited to, greeting guests, and acting as an attendant for the galleries, monitoring cleanliness of the buildings; and assisting with events.

Qualifications & Qualities of the Ideal Candidate

- High School Diploma, GED, or equivalent required; associate or bachelor’s degree in business administration or relevant field preferred
- 2 years’ minimum retail management experience required; 1 year’s managerial experience preferred.
- Proficient with Point of Sales software (Square, etc.)
- Proficiency in Microsoft Office Suite, Google Workspace, and Adobe Acrobat Pro.
- Experience with program management software is a plus.
- Familiarity with consignment and wholesale sales preferred
- Exceptional customer service and communication skills.
- Strong interpersonal skills and ability to work independently and part of a team.
- Knowledge in metal arts, jewelry, gems, and minerals, blacksmithing and casting is extremely beneficial.
- Detail oriented and strong organization skills.
- Able to take initiative and anticipate actions that are needed.
- Ability to multi-task and conceptualize steps involved in implementing projects.
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to stand, walk and/or sit for long periods of time. They must have physical dexterity and the ability to carefully handle objects, as well as the ability to lift and move items of various weights and sizes. Positions have occasions to lift and/or move objects of 15-20 lbs.

Hours, Compensation, and Benefits

The work week for this position is Tuesday through Saturday. Additional hours (nights and weekends) as required. All full-time staff are expected to be available to assist with Museum events. All Museum staff must be available the week of Repair Days, which is held annually in the fall (currently the third weekend in October).

The salary starts at \$45,000. Salary is contingent on experience and ability. Benefits include health insurance and a 3% Simple IRA employer match after 2 years of employment.

To Apply

Send a cover letter detailing fit and interest in position, resume, and three references to Quamesha Brown, Director of Operations, at quamesha@metalmuseum.org. Please reference “Retail Gallery Manager” in the subject line. **Please, no phone calls.**

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We strongly encourage LGBTQIA+ individuals, people with disabilities, Black, Indigenous, and people of color to apply.