

JOB DESCRIPTION

Job Title: Retail Operations Administrator (Gallery Shop Supervisor) – FT Permanent

Reports to: Retail Operations Manager

Department: Visitor & Museum Services

Salary Range: \$36,218-\$45,245 per year, plus benefits

Closing Date: February 10, 2023

JOB SUMMARY:

Reporting to the Retail Operations Manager the position will be responsible for the administration of retail and customer service operations. Providing the best in customer service including the training and scheduling of shop and front desk staff and volunteers while monitoring performance. Maintaining control of inventory, receiving merchandise, and processing corporate sales. Submit balanced daily receipts. Submit accurate timesheets for staff payroll processing.

DUTIES and RESPONSIBILITIES:

- Ensure needed staffing levels by scheduling staff and anticipating hiring needs
- Plan training of staff and monitor performance
- Providing a positive work environment for staff and volunteers
- Assist customers in the selection of merchandise
- Provide information and service to customers including research on artists and products
- Responsible to provide best efforts to ensure a positive visitor experience for all facets
- Take special orders on books, reproductions etc. from customers either in person, over the phone or email. Contact customers when special orders arrive
- Prepare items for shipping to customers following shipping procedures, policies and processes.
- Unpacking and pricing new merchandise
- Frequently receiving inventory into POS system ensuring matching totals
- Operate the POS system for general sales and inventory information
- Close and balance sales at the end of the day
- Assist in content creation for social media accounts
- Regularly communicating with Retail Operations Manager on visitor feedback, employee performance and operational needs
- Other duties as assigned

JOB REQUIREMENTS:

- Knowledge of fine art/art history and/or retail
- Minimum 3 years sales and cash handling experience
- Familiarity with POS systems, Counterpoint, WooCommerce, Outlook, Microsoft Excel
- Ability to communicate effectively with customers, staff & volunteers in a courteous manner
- Must have high attention to details, and problem-solving skills

NOTE: Don't meet every requirement? Studies have shown that women and/or persons who have been racialized are less likely to apply for jobs unless they meet every single qualification. At WAG-Qaumajuq, we are committed to building an inclusive and equitable workplace. If you are excited about this role, but your qualifications do not perfectly align with the job description, and/or you have experiential knowledge which would be an asset, we encourage you to apply and outline the applicable information in your cover letter. You may be the perfect candidate for this role or another within our organization.

ASSETS:

- Knowledge of Indigenous art and artists
- Ability to speak and write an Indigenous language
- Lived experience as an Indigenous and/or racialized person on Turtle Island
- If Indigenous, belonging to and claimed by an Indigenous Nation
- Bilingualism (English/French)
- Fine arts background
- Social media familiarity