



Position: Manager of Welcome Center and Retail Operations

Type: Full Time - Exempt

Reports to: President, Creative Director

Supervises: Assistant Manager, Tour Coordinator, Year-Round and Seasonal Guest Services staff at store/welcome center, Museum Store Volunteers

The Manager of Welcome Center and Retail Operations contributes directly to the guest experience for the 40K+ annual visitors to Hildene, The Lincoln Family Home. The successful candidate will be: highly organized, detail oriented, adept at both short and long term planning, confident to troubleshoot and quick to solve problems, interpersonal with all staff and constituents. The Welcome Center/The Museum Store is the first stop and first impression for all Hildene day guests; its Manager takes pride in setting the stage, leads by example, shows decorum in all circumstances and with all individuals, stewards the Hildene mission, and enjoys/excels at the orchestration of the day-to-functions.

Guest Services:

- ❖ Guest Experience
 - Oversee standards for excellence in guest experience at Welcome Center keeping with Hildene Mission; Respond to all guest inquiries/concerns in a timely and professional manner; Work with Exhibit Lead to determine guided tour offerings, schedules/availability; Work with Tour Coordinator regarding all group tour sales and advanced reservations
- ❖ Admissions
 - Oversee day to day admissions procedures and transactions; Understand and support all alternate admissions programs, membership and benefits; Establish procedures to track and report relevant data on guest/member demographics
- ❖ Transportation
 - Coordinate guest transportation with staff transportation lead
- ❖ Guest Safety
 - Oversee response protocols, training, reporting of incidents

Museum Store:

- ❖ Purchasing
 - With Creative Director, determine overall short and long-term standards and goals pertaining to product and its associated audiences; Identify, select, and purchase curated merchandise that connects to Hildene's mission; Establish and maintain relationships with all store vendors; Generate and process documents in an accurate and timely fashion; Develop/Utilize Purchasing Strategies and attend Regional and National Trade Shows when appropriate
- ❖ Receiving
 - Unpack, inspect, and price all product orders and merchandise; Assign SKU's for all new products; Check all vendor UPC codes for POS accuracy

- ❖ Inventory Management
Monitor Inventory Levels and Valuations; Record/Report/Resolve Inventory Changes & Discrepancies; Complete Annual Physical Inventory; Manage Sales History Reports and Data Points
- ❖ Sales
Develop in-depth knowledge of QuickBooks POS system and Mobile POS Units; commitment to accurately perform all necessary types of transactions; Perform all opening and closing procedures including daily cash outs; Check for system/transaction errors and perform corrections of same; Generate sales reports as needed
- ❖ Merchandising Strategies, Planning, & Execution
With Creative Director, establish overall goals for displays (product, interpretive and visitor experience); Annual Planning for Seasonal Merchandise; Plan Locations and Compositions of Displays including props, fixtures, linens, etc.; Organize/Designate Rotational Merchandise Storage
- ❖ Shipping & Special Orders
Process in-store and phone orders for shipping and fulfillment; Wedding Favors, Private Function Welcome Bags, Donor Gifts, et al
- ❖ Product Development
Work with Creative Director to development & establish Hildene branded and exclusive product; Coordinate with Staff/departments who produce Estate Products
- ❖ Supplies & Operations
Monitor and replenish all Store Supplies and Print Collateral
- ❖ Sales Floor
Maintain a clean and organized shopping experience; Coordinate with Buildings /Housekeeping regarding interior maintenance and repairs

Online Store (Shopify/Webgility):

With Creative Director, establish goals for the online shopping experience (target audience/marketing plan/scope of offerings); Order Fulfillment & Shipping; Generate and maintain available product listings, tags, item categories and collections; Identify product photography needs in partnership with Creative Director; Monitor automated inventory, price, and payment processing integrations

Administrative:

Utilize and Monitor Google Calendar for up-to-date knowledge regarding property happenings and scheduling for external departments, vendors, et al.; Fulfill tasks as needed for departments including Accounting, Advancement, & Membership

Financial:

Daily, Weekly, Monthly, and Annual reports detailing Admissions and Museum Store income in a variety of configurations for department records, the President and other departments

Personnel Management:

Provide all appropriate onboarding guidance and training or schedule same; Provide constructive performance feedback and identify core strengths of all team members; Payroll reporting for all hourly department staff members; Staff Hiring, Scheduling and Management; Delegate all staff and volunteer tasks and assignments

PREFERRED QUALIFICATIONS:

- Good working knowledge (or better) of Quickbooks POS and Mobile POS Units
- Experience/comfort in e-commerce (Shopify preferred)
- 4 Year degree from a university or other accredited institution
 - Training in Business, Retail Management, Non-profit/Museum Management or other industry-relevant coursework preferred
- 3-5 years of retail management experience
- 3-5 years of purchasing/buying experience (independent retailer experience preferred)
- 5-7 years of customer & guest service experience
- Strong visual merchandising experience/portfolio
- Robust technology and computer skills including POS software, Microsoft office, etc.
- Ability to perform multi-step mathematical functions and processes
- Ability to stand for long periods of time
- Strong financial literacy, data analysis and reporting skills

BENEFITS:

Benefits include: dental and vision after 60 days; life and AD&D insurance; paid time off after 6 months; holidays; simple IRA account with employer 2% contribution after eligibility requirements are met.

TO APPLY:

Please email letter of interest, resume, 3 – 4 references, and portfolio if applicable, to Patricia Gordon, Assistant Manager, Welcome Center & The Museum Store: patricia@hildene.org.
Incomplete applications will not be considered.

Hildene, The Lincoln Family Home believes diversity in identities, perspectives, and backgrounds, fosters creativity and enriches the workplace for us all. We deeply value different points of view that allow us to include and celebrate the diversity within our company, as well as build out better experiences for our guests and members. We welcome applicants of any race, religion, color, national origin, citizenship, gender, sexual orientation, age, and socioeconomic, marital, veteran, and disability status.