

## DIRECTOR, GUEST SERVICES AND RETAIL OPERATIONS

### About Hildene:

Located in southwestern Vermont, Hildene was the seasonal residence of Robert Lincoln and his wife Mary. Mr. Lincoln was the only child of President Abraham Lincoln and Mary Todd Lincoln to survive to adulthood. Between 1905 and the death of their granddaughter Mary Lincoln Beckwith in 1975, more Lincolns (three successive generations) lived at Hildene than at any other place in the world. In 1978, the non-profit Friends of Hildene purchased and preserved the estate which is open to the public year-round.

Hildene is among Vermont's top cultural heritage sites and tourist destinations. The rich tapestry of the Lincoln family legacy, and the enduring greatness of Abraham Lincoln are woven into the fabric of contemporary life at Hildene. Our nonprofit attraction is comprised of the Lincoln's 1905 Georgian Revival home, formal and working gardens, restored Pullman railcar Sunbeam, agricultural operations, cheesemaking facility, twelve miles of trails, and year-round programming, all on 412 acres in beautiful Manchester, Vermont. Learn more at: [hildene.org](http://hildene.org).

### Position Overview:

Reporting directly to the President, the Director of Guest Services and Retail Operations contributes 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, possessing the confidence to troubleshoot and quickly solve problems, and exhibit excellent interpersonal skills with all staff and constituents. The Welcome Center/The Museum Store is the first stop and first impression for all Hildene day guests; its director 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-day functions.

*(Year-round position. FT, salary, 40 hours per week with benefits).*

### Responsibilities:

*Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.*

#### Guest Services:

- Guest Experience - Oversee standards for excellence in guest experience at our Welcome Center in keeping with Hildene's Mission; Respond to all guest inquiries/concerns in a timely and professional manner; Work with Exhibit Lead to determine guided tour offerings, schedules/availability; Manage 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 - 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 LightSpeed 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, 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 Marketing support 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):

With Marketing support, 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 Marketing; Monitor automated inventory, price, and payment processing integrations

#### 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:**

**Education:** 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

**Experience:**

- 3-5 years of purchasing/buying experience (independent retailer experience preferred)
- Good working knowledge (or better) of LightSpeed POS and Mobile POS Units
- Experience/comfort in e-commerce (Shopify preferred)
- 3-5 years of retail management experience
- 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
- Strong financial literacy, data analysis and reporting skills

**Physical Requirements**

- Ability to stand for long periods of time
- Ability to position and reposition self to unpack inventory and set up store displays
- Ability to move objects weighing up to 30 lbs.

**Compensation:**

Benefits include dental and vision; life and AD&D insurance; paid time off; sick days, holidays; Simple IRA (Individual Retirement Account) account with employer 2% contribution.

**Additional Information:**

Background check required of applicants 18 years of age or older.

**TO APPLY:**

Please email a letter of interest and resume to Brian Keefe, President, [brian@hildene.org](mailto:brian@hildene.org).

*Hildene, The Lincoln Family Home is an Equal Opportunity Employer and welcomes candidates for employment who will contribute to our diversity.*

