



AIR FORCE MUSEUM FOUNDATION, INC.

MANAGER, RETAIL POSITION OPENING

The Air Force Museum Foundation, Inc. seeks a full-time Manager, Retail.

Introduction:

The Air Force Museum Foundation (AFMF) is a 501c3 corporation that raises philanthropic support to assist in the development and expansion of the facilities of the National Museum of the U.S. Air Force™ (NMUSAF), and provides annual funding to the Museum for special projects, exhibits, museum programs and special events, volunteer support, and promotional efforts. The NMUSAF is the world's oldest and largest military aviation museum. The main museum complex, comprised of 1,000,000 square feet under roof, is open to the public.

The AFMF was founded in 1960. The AFMF mission is to raise funds and awareness in support of the National Museum of the United States Air Force mission. To date the AFMF has raised philanthropic support from donors to fund 94% of all capital construction costs for the main museum complex.

Job Description:

The Manager, Retail leads a team of highly motivated assistant managers and sales associates to provide an exceptional customer service experience to visitors. This position maintains and builds on the operational and organizational standards of the Museum Store with oversight of the daily operations.

The Manager, Retail must be able to maintain customer satisfaction and meet monthly sales goals. In addition to being an excellent communicator, the successful candidate should demonstrate outstanding leadership and interpersonal skills.

The Manager, Retail is part of the AFMF Retail Team and works under the direct supervision of the Director, Retail. This position is supervisory, full-time, salaried, exempt.

Duties and Responsibilities:

Strategy

- Working closely with the Director, Retail, set a strategic vision for retail store operations to include new concepts, business models, and channels delivering best-in-class revenue, and net income to the Foundation's bottom line.





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Budget

- Working closely with Director, Retail, develop and manage the AFMF Retail Store Business P/L, ensuring that annual financial commitments are met.

Leadership

- Lead by example to set tone for performance expectations, creating and fostering a positive environment where employees feel valued and appreciated.
- Communicate effectively by speaking, listening and writing in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Foster teamwork by working cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Positively influence others to achieve results that are in the best interest of the organization.
- Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- In conjunction with the Director, Retail, determine strategies to set goals, implement plans, and evaluate the process and results.
- Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Supervision

- Responsible for setting performance expectations, conducting performance reviews, and, when necessary, managing performance/behavior issues with Director, Retail and AFMF HR for all staff working in the Museum Store.
- Manage and motivate team to increase sales and ensure efficiency. Responsible for helping the Museum Store team reach, and when possible exceed, defined performance metrics.
- Responsible for hiring Museum Store staff throughout the year, to ensure properly staffed for peak visitor seasons.
- Responsible for all on-boarding and on-going training for Museum Store staff to include POS software. Maintain knowledge base of POS system to include back office and support functions.
- Manage scheduling for the Museum Store. Create daily schedules to meet the changing needs of employees and workload.
- Build effective working relationships with AFMF and NMUSAF colleagues to support visitor-centric activities that take place during normal and extended hours.
- Provide necessary training in all operations to include security and emergency procedures.





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- Update colleagues on business performance, new initiatives, and other pertinent issues.

Operations

- Responsible for assuring high quality customer service at all times.
- Responsible for maintaining the Museum Store is adequately stocked during hours of operation in a clean and attractive manner. Inform Purchasing Office of low stock inventories. Inform Purchasing Office of additional products not presently offered in Store, but requested by a significant number of customers, as well as new, innovative, and appropriate items for future sale.
- Responsible for the condition, stocking, display, and accountability of inventory in Store and Store storage areas. High value items will be specifically accounted for and secured.
- Implement and execute established policies and procedures to assure effective management and control of Museum Store retail operations.
- Responsible for maintaining all signage, proper barcode displays, and distribution of all customer handouts in the Museum Store areas. Assure merchandise is properly priced.
- Use information technology to record sales.
- Ensure standards for quality, customer service and health and safety are met.
- Respond to customer complaints and comments. Tour the sales floor regularly, talking to colleagues and customers and identifying or resolving urgent issues. Management should maintain a presence on the floor.
- Coordinate for special promotions, displays and events. Collaborate with AFMF colleagues to ensure seasonal and exhibit-based décor is in place in the Store.
- Participate in daily Museum Store staff meetings.
- Perform sales as required.

Funds Control

- Control each day's receipts from the Museum Store, prepare transmittal sheets, and secure funds in the Cash Office vault.
- Maintain, account for, and secure all funds in Museum Store safe.

Inventory Control

- Responsible for replenishing all product from storage and deliveries to Store floor.
- Maintain workstation supplies and workstation appearance to be visitor ready at all times. Responsible for replenishing all cleaning supplies utilized in the store.
- Responsible for year-end physical inventory preparation and processes.
- Responsible for Store signage.
- Other duties as assigned.





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Background, Skills and Aptitude:

- 5-7 years' supervisory experience and experience in retail sales and operations. Experience with Retail POS systems preferred, such as RetailPro.
- Proficient with Microsoft Office suite.
- Strong interpersonal and written and oral communication skills.
- Customer-focused; service-oriented.
- Flexibility, enthusiasm, and professionalism to work effectively with visitors, military leaders, corporate and community leaders, Foundation Board members, Heritage Board members, and Museum/Foundation constituents from all backgrounds.
- Self-motivated with the ability to exercise considerable independence in the performance of day-to-day duties.
- Strong organizational skills; ability to manage multiple projects simultaneously; team player.
- Demonstrated attention to detail.
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check.
- The National Museum of the United States Air Force® is open seven (7) days a week, from 9:00 am – 5:00 pm, and on select evenings for special events. Candidate must be able to work to meet those needs, as necessary. Weekend hours are required of this position.
- The Air Force Museum Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.
- Four-year degree in business-related field preferred.

AFMF Vision:

Honoring every Airmen's story with a permanent home to inspire future generations.

AFMF Mission:

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.





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AFMF Core Values:

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

Passion – Performing our roles with purpose, pride, and a positive attitude

Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment

Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures

Respect – Committed to an inclusive and collaborative work environment

Contact Us:

To apply for this position, please email Ms. Sarah Shatzkin at foundation@afmuseum.com with your resume, cover letter, and references.

