



The Sailing Museum

Museum Store and Visitor Experience Manager

Full Time Exempt/Permanent

#### Background of Organization:

The National Sailing Hall of Fame, dba The Sailing Museum is a Rhode Island nonprofit organization. NSHOF was Founded in 2004 in Annapolis, MD - The organization is dedicated to preserving the history of sailing and its impact on American culture; honoring those who have made outstanding contributions to the sport; demonstrating its value as a hands-on tool for scholastic and life skills learning; and inspiring and encouraging sailing development and participation. Through an annual induction to the Hall of Fame, the organization recognizes the outstanding achievements of US sailors in three categories; sailing, technical and contributor; and leverages these achievements to inspire new generations of sailors. The organization provides science, technology, engineering, and math programming free of charge to instructors in both formal and informal educational settings. In March of 2019, the organization purchased a property in Newport, RI to create a museum and venue for on-site learning and to build a sustainable enterprise – longstanding visions for the organization. In this historic building, sailing heritage will be celebrated, its legends honored, and a new generation of sailors and innovators cultivated. The Armory Building property at 365 Thames Street in Newport is currently under renovation and the organization is in a Capital Campaign to fund the project and future of the organization.

The museum is scheduled to open in May 2022. The Sailing Museum will:

- Preserve a historic building and site steeped in sailing history
- Celebrate the heritage of the sport and honor those who have shaped it over time by showcasing the National Sailing Hall of Fame and the America's Cup Hall of Fame
- Support area educators through on-site, hands-on STEAM learning experiences
- Provide a first-rate tourist attraction that will add value to the Newport landscape
- Build community through cross-generational partnerships, work, and volunteer opportunities
- Support peer organizations in a common goal to grow sailing

Museum Store and Visitor Experience Manager will be responsible for all museum retail, buying, merchandising, recruiting, training, scheduling and overseeing floor staff and admissions/retail personnel. The perfect candidate will have great interpersonal skills, a love of customer service, keen eye for purchasing and merchandising and proven ability to show dynamic leadership to hire, train and motivate staff. A demonstrated understanding and excitement for The Sailing Museum's mission is key. Admissions and Store Manager is a key role in the visitor experience at the museum as you and your staff are the first point of contact to greet, assist and provide top notch customer service to all visitors and all patrons of the museum and gift shop. Must have a keen eye for merchandise that will sell well in the Newport market while maintaining a consistent nautical theme that aligns with the museum mission.

#### Responsibilities:

- Manage all aspects of the museum store operations, purchasing, merchandising and online sales activity
- Manage all aspects of the admissions process and ticketing system online and in-store
- Learn and master the point of sale and CRM systems, and train other staff as needed
- Encourage sales of memberships at ticket purchase and store check-out
- Promote the educational interests of the museum and its exhibits with specially selected merchandise and signage

- Work on product development and inclusion of local items
- Create an inventory monitoring system and manage vendor and consignment relationships
- Ensure the museum is well represented; maintain organized and tidy lobby and shop areas
- Prepare records and regular reports on attendance/audience data
- Prepare records and regular reports on retail sales
- Work with executive staff to recruit hourly staff for the museum store
- Train and manage staff and volunteers supporting museum store and admissions
- Work collaboratively with the Finance Director to implement annual business goals, ensure inventory controls, reporting and processing of sales and orders and setting sales goals to keep revenue on budget
- Work with Communications and Marketing Manager to promote the store and special sales, promotions and events
- Liaise with executive office on reservations for special event rentals
- Coordinate with Director of Programs and Exhibits on group reservations and visits
- With other staff and volunteers, maintain a safe and secure public space in the lobby area

#### Experience & Education:

- Bachelor's degree
- 5+ years of retail management and point of sale/CRM experience
- Strong retail sales background with inventory purchasing and merchandising skills
- Strong organizational abilities, including prioritizing attention to detail, store aesthetic, planning and budgetary management
- Implement best practices for retail and staff management
- Proven ticketing experience in a museum or attraction setting
- Proven record of effective budget and scheduling management experience
- Knowledge of the Newport area and sailing preferred
- Ability to work flexible hours, including weekends, nights and holidays

This is a full-time position that offers a competitive nonprofit salary and benefit package commensurate with experience.

#### Applications:

Email cover letter and resume to [jobs@thesailingmuseum.org](mailto:jobs@thesailingmuseum.org) please attach pdfs of your cover letter and resume, titled with the position and your last name, email subject with Museum Store and Visitor Experience Manager. No phone calls, please. The Sailing Museum requires employees to become fully vaccinated for Covid-19 and new employees must provide proof of at least their first shot prior to the first day of employment. Individuals may seek a medical or religious exemption to the vaccination requirement. Physical demands typically associated with the position include but are not limited to, light work, lifting, reaching, organizing, and moving inventory.

The Sailing Museum is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment.