DIRECTOR OF RETAIL SERVICES

POSITION OVERVIEW
The Director of Retail Services (“Director”) will report to the Executive Vice President of Operations (“EVP”). The Director is responsible for the execution of all retail business operations for the 9/11 Memorial & Museum at multiple locations, including the Memorial Museum, the Preview Site, the Visitor Center, the Memorial’s website, and through licensing opportunities. The Director works in conjunction with a comprehensive retail strategy to enhance the visitor experience and maximize revenue-generating opportunities, while maintaining the integrity of the 9/11 Memorial & Museum retail endeavor and being respectful of the unique institutional mission.

ESSENTIAL FUNCTIONS
- Oversee all retail operations in multiple locations and online, including floor staff training, sales and customer service protocols, daily opening and closing procedures, cash handling, reconciliations, reporting and deposits.
- Coordinate with appropriate Memorial staff on merchandising, as well as fundraising and sponsorship promotion opportunities, publicity initiatives, and exhibition-related merchandising and product development.
- Oversee and evaluate the recruitment, supervision, training and education of all retail store staff on store procedures, visitor services, proper customer service competencies, loss prevention, updating and maintaining point-of-sale (“POS”) and inventory management systems with receipts and returns, and receiving merchandise ordered for resale, interpreting exhibits and interactive programmatic materials.
- Ensure continual product development, including merchandise sourcing and the development of custom-designed products, in line with the goals and mission of the 9/11 Memorial & Museum, as well as based on a set level/approved standard of quality and aesthetics.
- Supervise all store product and merchandising displays; this includes, correct pricing, daily restocking, maintenance, cleaning, and adherence to visual merchandising standards to the various 9/11 Memorial & Museum outlets.
- Be responsible for preparing projected revenue and operating expenses for all retail operations.
- Issue daily, weekly and monthly sales and merchandise receipt reports for the EVP, the Chief Financial Officer, and others as needed.

OTHER RESPONSIBILITIES
- Ensure tight operating controls and security of all inventories (perishable and non-perishable products and merchandise), POS and other operating systems, retail venues and their displays, and ensure that all are in continually good working order.
• Supervise E-Commerce program, web sales fulfillment and all other order fulfillment processes.
• Work with the Directors of Facilities and Security in order to manage and maintain a properly working shipping/receiving area and stockroom, including safe and secure management over the intake and distribution of supplies, equipment, and a floor plan.
• Ensure proper merchandise and product handling, including unpacking and checking against purchase orders and packing lists.
• Oversee the planning and supervision of periodic and annual physical inventories.
• Oversee the proper monitoring, recording, and reporting to the EVP of any discrepancies, damages, shortage claims, and/or returns.
• Develop and maintain budgets as requested.
• Plan, schedule, and maintain weekly and monthly staffing schedules.
• Work with the Director of Facilities to arrange for cleaning, regular maintenance, and repair, as needed, of the various retail outlets.
• Be responsible for ordering and maintaining inventory for all office and store support materials including packaging, POS pricing labels, etc.
• Prepare periodic Committee/Executive-level reports, presentations, and/or agendas on budgeting, system performance, proposed improvements, and any necessary further analysis as needed.
• Attend meetings as requested.
• Handle a large variety of complex tasks and prioritizing workflow in a fast-paced office environment.

QUALIFICATIONS/SKILLS REQUIREMENTS
• This position requires a Bachelor’s degree.
• A minimum of 10 years’ experience in retail store and customer service management and staff supervision.
• Background in customer service (visual display a plus).
• Professional and flexible manner.
• Ability to work and think independently, take initiative, and meet deadlines.
• Ability to interact well with a wide range of people and personalities of all levels within and outside the Memorial & Museum.
• Strong attention to detail, exceedingly well-organized, and technological savvy.
• Proficiency with MS Word, Excel, Outlook, and PowerPoint.
• Strong written and oral communication skills.
• Physically capable of lifting heavy boxes (40 lbs.).
• Capable of standing for long hours.
• Must adhere to a policy of strict confidentiality in terms of information regarding 9/11 victims, bid documents, security and life safety incidents, and labor relations.

GENERAL INFORMATION
• This is a full-time position.
• We offer a competitive salary and full benefits package.

HOW TO APPLY
- Include job title in the email subject field.
- Please state the location where job posting was seen.
- Send cover letter and resume by 11/26/2012 to administration@911memorial.org.
- Please visit our web site at www.911memorial.org.

*The National September 11 Memorial and Museum at the World Trade Center Foundation, Inc. is committed to workforce diversity. EEO*