JOB TITLE: Retail Supervisor  
DEPARTMENT: Retail  

POSITION OVERVIEW:

The retail supervisor is a front-line leader both with our guests and with fellow employees in the retail department. S/He has a hands-on physical presence in all retail areas. This position will oversee the daily operations of the 9/11 Memorial Museum Store, Retail Carts on the Memorial plaza, and pop-up shops. The supervisor is also responsible for generating revenue to achieve profit goals. The retail supervisor will work alongside managers to reinforce a positive work environment and a unified team spirit. This position will also require the retail supervisor to open and/or close both the Museum Store and Retail Carts as needed. Retail supervisor will manage cash, supervise all staff (associates, volunteers, interns, coordinators). Retail supervisor is to ensure that guest service is at the forefront of providing a quality visitor experience for all guests.

ESSENTIAL JOB REQUIREMENTS:

• Accurately handles cash, processing of credit cards, and follows all financial policies  
• Works scheduled shifts and arrives to work on time  
• Must be able to work weekends (both Saturday and Sunday) and a flexible work schedule including mornings and evening shifts  
• Adheres to uniform and cell phone guidelines for all locations  
• Maintains a professional, safe, and secure environment for guests and staff

ESSENTIAL DUTIES:

• Responsible for ensuring that the Museum Store and the Museum Plaza Carts provide an enriching and excellent visitor experience  
  o Walks the floor/carts and ensures all products are represented and replenished to standard  
  o Engages with guests on sales floor/carts  
  o Provides knowledgeable details and product information  
  o Assists guests with general questions  
  o Be an engaging presence and leads by example  
  o Supervises all staff (associates, volunteers, interns, coordinators)  
  o Leads in-minute meeting with all staff at start of shift  
  o Delegates tasks as needed, giving deadlines and following up to maximize efficiency

• Training and coaching  
  o Oversees the onboarding training for all staff such as but not limited to  
    ▪ Product stories, guest service, register, iPad, posts, upselling, and policies and procedures  
    ▪ Provides in-the-moment coaching to ensure staff is delivering seamless guest service
Maintains a positive and constructive feedback log

- Increase sales
  - Ensures that staff are always at their designated post
  - Proactively engages with visitors
  - Keeps abreast of merchandise and product stories
  - Upkeeps stock levels of products on the sales floor and the carts
  - Reviews and communicates hourly KPI reports
  - Consistently communicates promotions to all guests
  - Ensures staff consistently asks all guests for donations

- Opening/closing procedures
  - Complete and sign opening/closing checklists
  - Verify safe counts and prepare cash drawers
  - Distribute walkies
  - Delegate associate specific projects if needed
  - Responsible to order necessary change for both safes
  - Close out cash drawers
  - Prepare daily deposits and reports

- Accurately operate POS systems
  - Fills in as cashier by accurately handling payment management including cash, credit cards, and traveler's checks
  - Trouble shoots machinery to ensure POS is working

- Assists with the maintenance and upkeep of the displays and fixtures:
  - Dust shelves, products, and mannequins and/or sweep to ensure a visually pleasing space

- Inventory management
  - Awareness of all deliveries
  - Assists with unpacking, counting, and shelving of all incoming merchandise as needed
  - Reviews stock levels periodically at both sites to be aware of what's needed
  - Assists with full and partial physical-inventory counts conducted throughout the year

- Assists with special events including event setup, breakdown
- Supervises both Museum Store and carts as needed
- Learn the daily systems at store and cart locations to ensure a seamless experience for our guests and our team
- Ensures projects are finished in a timely basis

QUALIFICATIONS/SKILLS REQUIREMENTS:
- Bachelor's degree is preferred
- Minimum 3 years’ experience in retail, museums, or customer service desirable
- Excellent customer service skills
- Proven ability to handle volumes cash
- Excellent computer skills
- Must be a highly responsible, reliable, and detailed oriented
• Must take initiative in all business aspects
• Proven ability to work well independently or as part of a team
• Must be familiar with POS systems
• Knowledge of Counterpoint a plus
• Must be able to work weekends (both Saturday and Sunday) and a flexible work schedule including mornings and evening shifts
• Strong command of English and fluent in another language a plus
• Visual display skills a plus
• Must be physically capable of lifting heavy boxes up to 40 lbs. and be capable of standing for long hours required

**PHYSICAL DEMANDS/WORK ENVIRONMENT**
The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for two-way communication with the public and staff. The employee will be required to stand for long hours and be able to lift heavy boxes up to 40 lbs.

The work environment is both indoor and outdoor. The noise level in the retail environment is usually low. There are no protective devices to be worn or utilized in the retail work environment.

• This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
• The organization reserves the right to change, modify, or reassign job responsibilities, duties and scheduled work hours as per business needs.
• This document is a communication tool and not intended as a written or implied contract of employment.
• I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.

**HOW TO APPLY**
• Include job title in the email subject field.
• Please state location where job posting was seen.
• Send resume & cover letter to 911mmretailjobs@911memorial.org