Position Announcement | Museum Shop Part-Time Assistant Manager

**Reporting Relationship:** Museum Shop Manager  
**Opening Date:** August 17, 2021  
**Closing Date:** September 18, 2021

**About The Newark Museum of Art:**

*We welcome everyone with inclusive experiences that spark curiosity and foster community.*

*We acknowledge the traditional homelands of the Lenape, also known as the Delaware, upon which The Newark Museum of Art resides.*

Founded in 1909 and located in New Jersey, The Newark Museum of Art (NMOA) is the state's largest museum and ranks twelfth nationally in terms of collection size. Global and diasporic, the collection includes more than 100,000 artworks, as well as significant holdings of science and natural history. From the classical world to the art of today, the NMOA boasts exceptional examples and depth in the Arts of Global Africa, Arts of Global Asia, Arts of the Americas, including Native American art, Arts of the Ancient Mediterranean, and Decorative Arts. The American collection features works by major artists such as John Singer Sargent, Childe Hassam, Mary Cassatt, Sam Gilliam, Georgia O’Keeffe, Carmen Herrera, Jeffrey Gibson, and Mickalene Thomas.

The NMOA’s visitor- and community-centric approach responds to the evolving needs and interests of the diverse audiences it serves by offering exhibitions, programming, a research library, paid internships, and local and global partnerships. A four-acre campus comprises the 1885 Ballantine House, a National Historic Landmark; the Alice Ransom Dreyfuss Memorial Garden; and Horizon Plaza. Under the leadership of Director/CEO Linda C. Harrison, the NMOA has launched an era of transformation to create an engaged citizenry by reimagining the role of the art museum for the 21st century.

**Position Summary:** Assists the Museum Shop Manager with all aspects of running the shop including, but not limited to; opening and closing the Main, Junior, and Pop-up shops; Aid in the development and implementation of training procedures for paid and volunteer staff, upkeep of merchandise presentation, help maximize sales opportunities and create positive customer relations.

**Essential Duties and Responsibilities:**

**Management of sales staff**
- Assist with recruitment, training, and supervision of part-time and volunteer staff
- Provide the highest level of customer service to every visitor
- Lead the sales staff to achieve sales goals
- Enforces standards for sales floor procedures and maintain training guidelines

**Develops and implement strategies to improve sales**
- Maintains all aspects of the daily operations of the on-site Shop and e-commerce site to generate maximum profitability
- Discusses strategies to improve sales with the manager
- Assist with holiday and sales events throughout the year
- Ensures new product information reaches shop staff and customers

**Presentation**
- Displays new merchandise on the sales floor, responsible for store appearance and informative labeling of merchandise
Enforces procedures for care of inventory
Maintains the storage areas and replenishment of merchandise on the sales floor

Buying Merchandise
Attends buying shows with shop manager and shop buyer

Additional
Assist with store budgets, achieving established profit goals
Maintain records including purchase orders and the payment of invoices
Assist with inventory management including, yearly inventory counts
Help with receiving new inventory, fulfill phone and web orders

Knowledge, Skills and Abilities:
Education: High School or equivalent
Supervising Experience: 1 year
Customer Service: 1 year
1+ years of supervisory/management experience in a retail sales environment or similar fast-paced, customer service environment, preferred
Previous experience in a retail sales environment with increasing levels of responsibility and strong working knowledge of general retail practices and procedures
Demonstrated ability to effectively lead and train others in a retail setting.
The ability to resolve customer questions, concerns, and complaints using effective verbal and written communication.
Organized, detail- oriented, and effective time management skills.
Proactive self-starter who exhibits initiative and leadership
Flexible availability to meet the needs of the shop (including evenings and weekends)
Able to meet the physical requirements of the job (standing/walking up to 90% of the time, lifting or moving up to 20 pounds, bend, twist and kneel to complete tasks)
A commitment to diversity, equity, accessibility, and inclusion

Salary: $20/hourly

Physical Demands/Accommodations: The physical demands described here are representative of those that are to be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

The Newark Museum of Art is an Equal Opportunity Employer. In addition, we aspire to make the Museum and our environment - staff, audiences, artists, programs, and exhibitions - reflective of the diversity of the city of Newark and to capture the spirit of access, inclusion, and equity in all we do. We strongly encourage and welcome applicants from our BIPOC, disabled, and LGBTQIA+ communities as they must be centered in the work we do.

Apply:
Please send your resume to humanresources@newarkmuseumart.org

Due to the high volume of submissions, only those candidates selected for interviews will be contacted.