PLIMOTH PATUXET MUSEUMS

Job Title: Director of Retail Operations and Merchandising  
Reports to: Chief Administrative Officer  
FLSA Status: Exempt  
Position: Year-round, full-time

SUMMARY
The Director of Retail Operations and Merchandising (DROM) will be the trusted partner responsible for leading the Museum’s retail operations toward an omni-channel strategy, developing a multi-year vision and strategy. Responsible for fostering and growing a high-performing team, you will understand the art and the science of retail, bringing analytical rigor combined with creativity and empathy to help drive the business forward. This leadership role is the key to scaling our retail operations for more success. Support the Museum’s mission through earned revenue from retail shops and e-commerce. Areas of responsibility include: merchandise selection, development of custom products, e-commerce, budget preparation and oversight, retail staff hiring/training, inventory and cost control.

OVERVIEW
This is an opportunity to work at one of the country's most prestigious history museums. Operating on a remarkable property overlooking Cape Cod Bay, Plimoth Patuxet brings the story of the United States’ early foundation to life for hundreds of thousands of visitors each year since its founding in 1947.

This position is responsible for the successful operation and growth of the Museum’s retail operations. The DROM supervises, assigns and directs the work of staff in the Retail department and has responsibility for a master plan to improve and expand our e-commerce program. You will need to have the requisite skills and knowledge, combined with a genuine passion for creating a memorable and engaging experience for our guests. With a verifiable reputation for success in your work, you are an innovator, and possess the energy, vision, experience and drive to achieve great results.

We are looking for a strategic leader with superb retail skills (buying, merchandising, e-commerce as well as bricks and mortar) and a growth mindset. You excel in creating and implementing a vision. You think about the big picture, break it down into actionable steps and are ‘hands-on’ with execution. You can rally a team to move toward the future vision. You leverage data in pursuit of goals. A deep and clear focus on the guest experience as well as the bottom line is essential. If you have the relevant skills, proven experience, and are committed to high standards in your work; if you are passionate about further developing a successful retail program to support the Museum’s mission; if you are an energetic professional who thrives in a forward-thinking environment, then this may be the perfect job for you.

MAJOR RESPONSIBILITIES
• Responsible for the overall operations of the department.
• Develop and execute short-term and long-range plans for increasing revenue
• Analyze operating costs. Assure that cost-effective inventories and product management are maintained.
• Employee hiring, training, development and performance evaluations.
• Meet with vendors to evaluate, develop and purchase merchandise.
• Monitor operations to assure high quality guest service.
• Oversee quality of visual display.
• Oversee and manage retail operations budget; approve and monitor purchase requisitions.
• Attend retail industry trade show events, webinars, conferences and exhibitions to stay current with trends and best practices.
• Exemplify the highest standard of work ethics.
• Key Performance Indicators: Sales and budget performance, margins, inventory management, timely delivery of all projects.
• Responsible for driving an exceptional customer experience by creating new ways of thinking and doing business & driving operational excellence across the retail organization.
• Maximize productivity and revenue. Ensure the operational effectiveness and efficiency of the Retail Business to drive sales.
• Work with internal colleagues (e.g. IT, Design, Marketing, Finance) to advance the goals of the Museum’s retail operations.
• Lead long-term planning, including any initiatives and/or innovations focused on improving the guest experience, revenue and operational excellence.
• Oversee all functions of retail operations in line with policies, ethics, finance, audit and security procedures.
• Assess and update policies and procedures as needed.
• Provide feedback on marketing operations & campaigns, merchandising, store designs.

EDUCATION, EXPERIENCE and SKILLS

• Bachelor’s Degree in Business or related field.
• Minimum 5 years of retail experience with buying, merchandising, e-commerce, managing and budget oversight responsibilities; excellent business acumen.
• Experience in retail buying, e-commerce and management is essential.
• Experience in multi-unit or popular/large destination gift shops is a plus.
• Visual merchandising skills are a plus.
• Experience in leading large teams in fast-paced environments.
• Visionary and at the same time detail-oriented, results driven, with a high aptitude for process thinking and execution.
• Ability to meet deadlines and achieve revenue goals.
• Ability to prioritize and manage multiple projects.
• Excellent computer skills, including a retail system such as R-PRO.
• Superb communication skills, both spoken and written.
• Demonstrated leadership and vision in major projects or initiatives.
• Excellent interpersonal skills and a collaborative management style.
• Relevant financial experience (budgets, purchase orders, etc.)
• A demonstrated commitment to high professional ethical standards and a diverse workplace
• Delegates responsibilities effectively

PHYSICAL & TRAVEL REQUIREMENTS
• Must be able to work in typical office conditions
• Must be able to work up to 8+ hours per day and be on his/her feet for extended amounts of time
• Able to travel (by air as well as driving) to attend trade shows. Valid driver’s license.
• Some weekends, holidays, evenings may be required from time to time.