**Position Title:** Retail Services Manager  
**Department:** Retail Services  
**Location:** Santa Fe, NM  
**Pay:** $75,000  
**Hours:** Full-Time, Exempt

**Position Summary**

The Georgia O’Keeffe Museum in Santa Fe, NM is seeking a Retail Services Manager to take its retail operations to new heights. The Retail Services Manager oversees all aspects of retail operations at the O’Keeffe, including two brick and mortar stores, a robust e-commerce operation, and a wholesale operation, whose revenues exceed $2M and comprise a substantial portion of all annual organizational income.

*COVID-19 considerations:*
All visitors and employees are required to wear a mask at all times and maintain social distancing of 6 feet or more. All staff complete COVID safe practices training through NM Safe Certified. Common surfaces are sanitized regularly, and cleaning measures are in place to prevent the spread of the virus. Curbside pickup is available for retail purchases. Masks and PPE are provided to all staff.

**Responsibilities include but not limited to**

- Oversee all aspects of Museum retail operations including on-site stores, wholesale opportunities, and e-commerce sites, positioning retail as an integral part of the overall Museum experience, maximizing profits while staying true to the Georgia O’Keeffe and O’Keeffe Museum aesthetics.
- Wherever possible and appropriate, work with small business vendors from the local community.
- Where appropriate, develop custom products to further the overall product mix and profitability.
- Create shorter term retail events such as sales promotions for members, holiday shopping events, pop-ups, etc.
- Manage departmental budgets, with revenues exceeding $2M pre-pandemic.
- Use point of sale system to manage all aspects of retail inventory, sales, and reporting.
- Train and supervise Retail Services team to create a friendly, visitor centric, and profitable retail experience, while also building a positive and fulfilling environment for employees.
- Work with other Museum departments to create a marketing/promotional strategy and calendar, and to further other organizational initiatives such as membership and giving.

**Special Projects or Additional Duties:**

- Complete special projects or additional duties as assigned, and consistent with the skills, training, level of responsibility and other requirements for this position
**Background and Qualifications**
- 7 years’ Museum Retail experience preferred

**Skills and Abilities**
- A strong, creative, data-driven understanding of museum retail
- A proven track record as a retail buyer
- Experience growing revenue, shaping and monetizing a brand, including licensing and product development
- Problem solving aptitude, flexibility, and excellent organizational skills
- Empathetic, professional management and leadership skills that are compatible with the values of the O’Keeffe Museum
- Ability to develop and manage multimillion-dollar budgets
- Outstanding written and verbal communication skills
- Basic computer skills (Microsoft Office applications including Outlook, Word, and Excel)
- Knowledge of computerized point of sale (POS) systems (knowledge of Counterpoint POS a plus)
- Ability to work flexible hours including weekends, holidays, and evening events as needed

**Benefits**
This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

**To be considered, please send your resume to:** Jobs@okeeffemuseum.org

*The Georgia O’Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.*