



Position Title: Head of Retail Services Department
Department: Retail
Location: Santa Fe, NM
Pay: \$76,000 - \$85,000
Hours: Full-Time, Exempt

Position Summary

The Georgia O'Keeffe Museum in Santa Fe, NM is seeking an experienced Head of Retail Services to oversee its growing and diverse retail operations. The Head of Retail Services oversees all aspects of retail within the O'Keeffe organization, including two brick and mortar stores, a robust e-commerce operation, and a wholesale operation, with total revenues exceeding \$2M and comprising a substantial portion of all annual organizational income. The O'Keeffe Museum is also preparing to break ground on a large new museum facility, including a new retail store, and this position will be instrumental in shaping the identity of this store.

Responsibilities include but not limited to

- Oversee all aspects of Museum retail operations including onsite stores, wholesale, and e-commerce, 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.
- Collaborate with internal and external stakeholders to explore profitable, aesthetically appropriate licensing opportunities for the Georgia O'Keeffe and O'Keeffe Museum brands.
- Manage departmental budgets, with revenues exceeding \$2M.
- Use point of sale system to manage all aspects of retail inventory, sales, and reporting.
- Train and supervise Retail team to create a friendly, visitor centric, and profitable retail experience, while also building a positive and fulfilling environment for staff.
- Work with other Museum departments to create a marketing/promotional strategy and calendar, and to further other organizational initiatives such as membership and giving.

- Participate in the planning, buildout, and opening of the retail store in the new O’Keeffe Museum facility.

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

- Minimum 5 years direct supervisory experience required.
- 7 years’ Museum Retail experience preferred.
- Experience opening a new retail store a plus.

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.