

Guest Services Retail Supervisor

MoSH

Located in Memphis, TN, MoSH (the Museum of Science and History; the Museum) is a well-established 501c3 that seeks to create a community of people who share a richer understanding of one another and the world around us. The Museum consists of the Pink Palace Museum, the Lichterman Nature Center, the Coon Creek Science Center, and other historical properties. We inspire discovery through collecting, preserving, and interpreting the cultural histories and natural sciences that shape our region.

Join our team as we embark on an exciting phase of executing our new vision. Our museum is committed to telling our story by:

- Advocating for Authenticity – Illuminate varying perspectives and uphold accurate interpretation, without glossing over tough ideas.
- Magnifying Belonging – Building active audiences through outreach, co-creation, and participatory inclusion.
- Embodying Holistic Stories – Incorporating context and presenting lesser known stories to portray a complete, systemic picture of the region and its history.
- Constructing Intersections – Creating welcoming common spaces that encourage serendipitous and unstructured engagement and foster meaningful interactions between diverse groups of people.

Responsibilities

- Supervises staff to prepare the work schedules and execute sales.
- Recruits, assigns duties, evaluates, and disciplines full and part-time assigned employees.
- Establishes sales goals for personnel.
- Trains staff on effective sales techniques, visual merchandising and ensures that all staff members are supporting restocking inventory on the floor
- Determines profitability and evaluates inventory turnover.
- Confers with the Manager and Director of Guest Services and the Guest Services Manager to formulate plans to achieve financial and merchandising objectives.
- Coordinates merchandise development to complement permanent and special exhibitions and MoSH programming.
- Negotiates with vendors to contract for merchandise. Oversees buying functions on an “open-to-buy” basis.
- Provides customer service by handling customer complaints and inquiries.

- Supervises and works with the department manager on computerized point-of-sale and inventory management systems.
- Delivers on policies regarding sales, security, and record-keeping
- Conducts employee training programs and quality performance standards, covering equipment operations, cash control, and public relations.
- Monitors food services standards for café and vending needs.
- Coordinates wholesale activities, including sales promotion, trade shows and distribution
- All other duties, essential or otherwise, as may be assigned by supervisor

Range of Experience

- BA or BS degree preferred
- 3-5 years of professional management experience supervising multiple retail functions

Compensation

Compensation is commensurate with experience and abilities. The Museum offers a full range of benefits, including health care, vacation and sick leave, 401k, and death and disability insurance. The Museum also offers life, dental and vision insurance.

To Apply

Submit one document with cover letter (providing your salary requirements and how you learned about the position) and your resume via email to:

Jeffrey King
Director of Guest Services
MoSH
jeffrey.king@memphistn.gov

Applications will be accepted until the position is filled. MoSH values diversity throughout our museum. In order to tell authentic, holistic stories of our region's history, culture and science, MoSH strives to create a diverse workforce to support our collections, exhibits and programming. MoSH is an Equal Opportunity Employer.

Writing samples, a short presentation, and references may be required from finalists. Academic, credit, and criminal background checks will be conducted before a final offer is made.

More information about MoSH can be found on our website at www.moshmemphis.com.