



Friends of the North Carolina Museum of Natural Sciences

J O B D E S C R I P T I O N

Job Title: Retail Operations Merchandising Manager
Reports to: Chief Earned Revenue Officer
Employment Status/Job Classification: Full Time / Non-Exempt
Department: Retail

About Friends of the NC Museum of Natural Sciences:

Friends of the NC Museum of Natural Sciences (“Friends”) is a nonprofit organization whose purpose is to support the NC Museum of Natural Sciences (“Museum”), the most visited Museum in the state. All Friends activities serve the broader goal of helping the Museum illuminate the natural world and inspire its conservation.

As admission to the Museum and its satellite locations is free, Friends relies upon a combination of earned revenue (from the Museum Store, Café, WRAL 3D Movie Theater, special events, exhibitions, and programs), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring our Museum to life.

Friends is committed to fostering a welcoming, growth-minded, and mission-driven environment where all employees demonstrate an active dedication to meeting Friends’ employee competencies of effective communication, culture of service, people development, decision making, building relationships and emotional intelligence, and functional skills and knowledge.

Position Summary: Reporting to the CERO, the Retail Operations Merchandising Manager - drives sales through the effective implementation of merchandising strategies, operational workflows and promotion & markdown strategies. They are responsible for improving the guest experience through merchandising techniques known to drive sales and profit, clean and organized stores, effective signing and an exceptional level of customer service. They are responsible for training all staff in alignment with the Museum’s mission and Friends’ revenue goals. The role requires a dynamic leader who is service minded, can collaborate across departments, and optimize store operations to support Retail, Friends’, and the Museum’s broader goals.

Supervisory Responsibilities: one Back-of-House Floor Manager (full-time)

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Duties/Responsibilities:

Inventory & Stock Management

- Oversee receiving, stock replenishment, stockroom to floor operations across all locations both online and brick and mortar stores.
- Manage tracking and reporting of inter department inventory transfers.
- Lead operational workflows across stores.
- Lead the execution of promotions and markdowns.
- Oversee inventory control and accuracy across all stores.

Visual Merchandise & Presentation

- Drive sales and enhance brand identity/ R&C work by implementing engaging merchandise displays.
- Ensure stores are consistently clean, organized, and visually appealing.
- Ensure the team is executing all merchandising practices and guidelines understanding that merchandising is the silent salesperson.
- Ensure in-store displays and product placement align with merchandise collection strategies, brand guidelines and key work across the museum.
- Coordinate and implement seasonal and collection campaigns as well as store resets.
- Coordinate executing event needs as it relates to product sets and store availability.

Daily Operations

- Manage store opening and closing procedures, including securing the premises, reconciling cash registers, and preparing daily financial reports.
- Address and resolve visitor inquiries or issues in a professional manner.
- Develop sales goals and monitor key KPI's
- Partner with Guest Experience Operations Manager on staff hiring and new staff training.

Team Leadership

- Coach and Train staff on operational efficiencies, maintaining retail standards through visual merchandising/signing strategies/sales floor standards and inventory control.
- Establish and maintain a positive staff culture, with focus on performance management, education and constant improvement of the guest experience.
- Commitment to a positive guest experience that enhances and elevates their overall visit to NCMNS
- Model a welcoming environment for all guests through exceptional customer service.

- Lead staff communication efforts, including daily open huddles to ensure all team members are aware of daily goals, store initiatives, promotions, product knowledge and events.
- Work closely with the Guest Experience Operations Manager, communicating store needs for inventory flow, merchandising and store resets.

Physical Requirements:

- Ability to stand for extended periods throughout the workday while performing assigned duties
- Ability to lift and carry up to 30 pounds frequently
- Dexterity to operate a computer and other office equipment
- Visual and auditory ability to respond to visitor inquiries and ensure a safe environment

Required Skills/Abilities:

- Strong interpersonal and communication skills, with the ability to engage diverse stakeholders.
- Proficient in retail software and point-of-sale systems, TAM and/or Shopify experience preferred.
- Exceptional organizational skills, with keen attention to detail and the ability to manage multiple tasks and deadlines.
- Ability to work evenings, weekends, and/or holidays as needed for store merchandise sets, event execution and/or shift coverage.
- Ability to represent the Friends and the Museum in a friendly and enthusiastic manner.

Education and Experience:

- Associate or Bachelor's degree in Business Management or a related field preferred.
- Minimum of 3-5 years of experience in store management, retail, or related guest service role.
- At least 1-2 years of supervisory experience is strongly preferred.
- Experience in a nonprofit organization is highly valued.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Friends of the NC Museum of Natural Sciences is an Equal opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age or any other characteristic protected by law.