Job Description: Retail Manager (RM)

General Description

- Retail operations: The RM is responsible for all Mount Washington Observatory (MWO) retail activities that include the Extreme Mount Washington Museum (XMW) gift shop associated with the Mount Washington Observatory in the Sherman Adams Building of the Mount Washington State Park and the MWO online shops. S/he provides oversight of the Observatory’s retail operations and is responsible for professional and profitable retail performance and is responsible for the sourcing and purchasing of merchandise for both retail locations.
- Management of XMW retail operations staffing: The RM will be responsible for hiring and managing seasonal museum attendants for XMW.
- The RM reports to the Director of Finance and Administration

Basic Responsibilities

- Selecting appropriate merchandise, development of custom merchandise. Receiving, ordering and inventorying merchandise for all Observatory retail locations. Facilitate professional purchase relationships with manufacturers and distributors which includes attending product shows and completion of pre-season ordering.
- Stocking and displaying merchandise in all Observatory retail locations.
- Operation of the MWO’s on-line shop, including the fulfillment of orders and maintenance of the online shop website.
- Operation and promotion of MWO’s Washburn Gallery.
- Promotion of MWO’s retail shops.
- Development of additional merchandising opportunities.
- Assist in the creation and implementation of the annual operating budget for retail.
- Effective inventory control, loss prevention systems, record keeping, financial and statistical reporting, sales analysis and projections of retail sales.
- Twice yearly physical inventory counts, season end at the close of XMW and fiscal year end counts.
- Assist the Director of Finance in the evaluation of the performance of each retail location.
- Serve as a fill-in Attendant at the XMW, as circumstances require which may include the need to stay overnight on the Summit.
- Using all available resources to gain product knowledge including the internet, product manuals, and direct vendor contact.
Qualifications Required

- This position requires a bachelor degree or equivalent retail and management experience.
- The ability to lift and carry boxes up to 50 pounds.
- A valid driver’s license with a clean, safe driving record, with the ability to drive passenger vehicles (sedans, wagons, passenger vans or trucks) up and down the Mt. Washington Auto Road, sometimes, in challenging conditions.
- This position requires excellent oral and written communications skills and experience with common Microsoft computer software programs and Point of Sales (POS) software, Shopify in particular is a plus.

Qualifications Desired

- Familiarity with the history of MWO and Mount Washington as well as knowledge and enthusiasm for weather is recommended.

Supervisory Responsibility
This position includes supervision of the seasonal XMW Museum Attendants responsible for retail sales.

Time and Compensation
This position is an hourly position and is exempt from overtime pay. Generally, this position requires a level of effort of 30-40 hours per week (Full Time) in season, April through October, and part time from November through March.

Benefits
The standard MWO benefits package applies to this position. See the Director of Finance and Administration for details.

Vaccination/Workplace Requirements
MWO currently requires its employees who stay on the Summit to be fully vaccinated against COVID-19. MWO Valley staff are subject to the Federal Contractor Mandate which requires all staff to be fully vaccinated, the mandate is not currently being enforced but that may change in early 2022.

Employee at Will
The RM is an employee at will under the laws of the State of New Hampshire. This job description does not constitute an employment contract.