

# Briscoe Western Art Museum – San Antonio, Texas

## Position Description

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### Retail and Visitor Services Manager

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Reports To: Director of Finance  
Fair Labor Standard Act Status: Exempt/Full-time salaried position  
Department: Retail and Visitor Services

#### POSITION SUMMARY

The Retail and Visitor Services Manager oversees the management and operations of the Briscoe Western Art Museum's retail and visitor services activities. Provides strategic planning/budgeting directions to broaden the Briscoe's retail profile and increase revenue and profitability. Provides the foundation for excellent front-line operations by providing superior customer service, in an energetic fashion, all while executing accurate money handling practices with a strong sense of attention to detail. He/she will strive to provide an exceptional experience for every Briscoe Western Art Museum guest.

#### ESSENTIAL FUNCTIONS

- Oversees the overall management of inventories: selection, development, purchase, receipt, shipping, quality control, display, merchandising, etc.
- Supervise and manage the Retail and Visitor Services Associates.
- Interface with Executive Management, Senior Staff, Curatorial and Educational staff to maximize the strategic selection and presentation of unique and general inventories for sale.
- Develop and monitor the sales opportunity through appropriate point-of-sale (POS) and open-to-buy (OTB) systems, and report outcomes to the museum management.
- Develop (or use OTB module) and maintain financial tracking and reporting systems for effective inventory and management control and profitable operations.
- Training of immediate staff.
- Develop and implement vision for merchandising programs for general and specialized exhibits.
- Develop comprehensive seasonal and non-seasonal promotion plans to maximize exposure and financial outcomes from the unique characteristics of the Briscoe Western Art Museum visitor.
- Responsible for training staff on how to create smooth, orderly cash transactions, always making sure there is an adequate cash bank for daily operations, as well as in the daily reconciliation of cash and monies related to daily activities.
- Other duties as assigned.

#### QUALIFICATIONS and REQUIREMENTS

- Bachelor's degree (B.A or B.S) required.
- Supervisory experience in retail sales required.
- Previous customer service experience required.
- Nonprofit or museum experience preferred.
- Strong communication skills.
- Ability to be proactive, independent problem solver.
- Must be a team player, work well with others and maintain a professional manner using tact, initiative, good judgment and confidentiality.
- Must be outgoing, self-motivated and enjoy working with the public.
- Must be able to multi-task and work well under pressure.
- Must have experience with point-of-sale inventory software system, TAM systems preferred.
- Must be able to work flexible hours, to include evenings, special events, holidays and/or weekends.
- A positive background check will be required.

## **Position Description for Retail and Visitor Services Manager**

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### **WORKING CONDITIONS**

We provide paid training. Position requires periods of standing, walking, and/or sitting. May occasionally need to lift and carry up to 20 pounds, push and pull up to 40 pounds with the assistance of a cart. Evening, weekend and holiday work may be required.

Interested parties can send a cover letter and resume using any one of these methods:

Fascmile/FAX

Subject: Retail and Visitor Services Manager

Fax Number: (210) 299-4118

or

Email

Subject: Retail and Visitor Services Manager

[info@briscoemuseum.org](mailto:info@briscoemuseum.org)