

Title: Visitor and Museum Services Manager

Employee Classification: Full-Time exempt

Reports to: Executive Director

Salary Range: \$45,000–\$55,000

Location: On-site at The Sailing Museum & National Sailing Hall of Fame

Hours: Monday-Friday, business hours being 9:30am – 5:30pm. Occasional evening or weekend support if applicable for special events and flexibility will be appreciated.

Available: Immediately

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Located in the heart of Newport, RI, The Sailing Museum & National Sailing Hall of Fame celebrates the rich history and vibrant culture of sailing. Our mission is to preserve and share the legacy of the sport while inspiring future generations. Through the museum's interactive exhibits, events and educational programs, we connect visitors with the stories of sailing legends and the importance of maritime heritage. For more than a decade, the National Sailing Hall of Fame has honored those who have made a significant impact on the sport of sailing. Inductees include pioneering sailors, influential designers and dedicated contributors who have left an indelible mark on sailing's history.

### **Key Responsibilities**

The Visitor and Museum Services Manager is responsible for overseeing front-of-house operations and leading a dynamic team of associates, including part-time employees, volunteers and interns. This role ensures outstanding visitor engagement while upholding the museum's mission and values. A strong focus on delivering exceptional customer service, driving revenue and maintaining a positive visitor experience is essential. A minimum two years of retail management experience with an entrepreneurial mindset and supervisory expertise is desired but not required.

#### **Visitor Engagement and Team Leadership**

1. Act as the museum ambassador, making lasting first impressions and providing a fully immersive visitor experience across generations.
2. Hire, train, supervise, and motivate floor team members to assist with interactive exhibits and answer visitor questions.
3. Foster an enthusiastic team culture, emphasizing creativity, continuous improvement, and exceptional service.
4. Organize weekly schedules to ensure optimal floor/store coverage and efficiency.

#### **Retail and Merchandise Management**

1. Curate store merchandise that reflects the museum's identity while considering audience needs and price points.
2. Manage store inventory, conduct physical audits, and ensure accurate SKU management using CRM and POS systems.
3. Fulfill online orders promptly and oversee daily operations of the onsite shop and e-commerce platform.

## **Financial and Reporting Responsibilities**

1. Develop and adhere to the departmental budget, preparing purchase orders and detailed reports.
2. Consistently generate, review, and distribute sales reports (daily, weekly, monthly, and quarterly) while communicating progress toward goals.
3. Ensure proper cash handling controls and financial oversight.

## **Operational Excellence**

1. Coordinate with museum staff to provide merchandise support for education, public programming and donor activation initiatives.
2. Maintain a clean, safe, and presentable environment within the museum and store.
3. Monitor and uphold quality standards for all visitor-facing areas.

## **Deliverables**

- Build an efficient and dedicated floor team that enhances interactive exhibits and actively supports museum programming.
- Cultivate a team capable of engaging visitors of all ages and backgrounds to create a memorable and impactful experience.
- Ensure consistent achievement of sales and membership goals while fostering visitor loyalty and satisfaction.

## **Qualifications**

1. Proven experience managing retail operations, including inventory control and cash handling.
2. Proficiency in point-of-sale systems, CRMs/databases, and financial reporting tools such as Excel pivot tables and QuickBooks.
3. Basic design skills using Canva for merchandising and promotional support.
4. Excellent oral and written communication skills, with the ability to lead independently while collaborating as a museum team member.
5. Strong attention to detail, creativity, and the ability to prioritize multiple projects effectively.
6. Flexibility to work evenings (private events) and weekends for special programming.

Physical demands typically associated with the position include but are not limited to light work, lifting, reaching, organizing, and moving inventory. The Sailing Museum provides a welcoming and inclusive environment for visitors, volunteers and staff, and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment.

## **How to Apply**

Visit <https://thesailingmuseum.org/about/careers/> to apply online via our submission form. No submissions outside of this process will be considered. Thank you for your understanding. Background check will be required along with references.