

MULVA CULTURAL CENTER

Assistant Gift Shop Manager

Reports to: Gift Shop Manager

Classification: Non-Exempt. Full time.

Pay Range: \$24.00 - \$27.00 per hour

Location: De Pere, WI

About the Mulva Cultural Center

The Mulva Cultural Center is a place where all guests are invited to experience a culturally creative and diverse environment for education, enlightenment, contemplation, and enjoyment. The Mulva Cultural Center seeks to offer traveling exhibits, arts, and culture within an architecturally significant facility in historic downtown De Pere, Wisconsin.

Position Summary

The **Assistant Gift Shop Manager** is responsible for managing the day-to-day operations and staffing of the shop.

Essential Job Functions:

- Support day-to-day operations of the gift shop
- Supervise the Sales Associates
- Train staff on all aspects of the POS system and gift shop policies/procedures
- Establish expectations and enthusiasm to ensure a positive visitor experience that promotes long-term positive relationships with visitors
- Encourage staff to take ownership and have authority over assigned responsibilities
- Assist the Gift Shop Manager with resolving staff conflicts and counsel, coach, and motivate staff
- Maintain physical condition and appearance of the shop and its merchandise
- Work with the E-Commerce Specialist and Communications/Marketing team to create and maintain an annual and ongoing marketing and social media content plan
- Work with the Gift Shop Manager in all aspects of corporate gift buying program
- Ensure exceptional visitor relations by being the main point of contact for visitor issues or disputes
- Know and implement loss prevention practices
- Monitor cash drawers and their replenishment
- Assist Gift Shop Manager in sourcing merchandise
- Work with Gift Shop Manager to hire new employees and conduct annual performance reviews

Qualifications and Experience:

- Minimum 2-year degree
- At least 4 years of retail experience in a leadership role
- Exceptional sales skills
- Excellent people management skills
- Ability to handle customer service issues and give feedback and suggestions with respect, integrity, and diplomacy
- Ability to foster positive working relationships with colleagues and visitors
- Proven experience creating merchandise displays

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- Dependable, reliable, strong work ethic
- Ability to maintain flexible hours: evenings, holidays, weekends, special events
- Ability to reach, bend, stoop as required to perform job functions and lift up to 25 lbs. on a regular basis
- Ability to stand for extended periods of time

Equity, Diversity, and Inclusion Policy

The Mulva Cultural Center fosters equity, celebrates diversity, and supports inclusion. We acknowledge that diverse backgrounds and voices of visitors, volunteers, trustees, staff, and residents represented in our communities make us strong and better equipped to make positive impacts locally, nationally, and internationally.

EOE

The Mulva Cultural Center is committed to building a culturally diverse staff and is an Equal Opportunity Employer. The MCC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression or any other characteristics protected by federal, state, or local laws.

To Apply

Please send your resume to lendter@mulvacenter.org

Learn more about the Center by visiting www.MulvaCenter.org
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