

Vacancy Announcement

Gift Shop and Historic Site Manager Freeman Store and Museum



May 2024

Part-time, Up to 15hrs per week, Friday, Saturday and Sunday 12pm-4pm

Description: The Historic Vienna, Inc. (HVI) Board is seeking an enthusiastic and community minded Gift Shop and Historic Site Manager who would be responsible for the day-to-day operation of the Freeman Store and Museum gift shop. The Board is seeking someone to partner with the current Manager to deliver on the Duties and Responsibilities below. The overall store hours are Wednesday through Sunday, 12pm to 4pm and the Board is looking for a manager to work the Friday through Sunday shifts. While the Board would prefer to hire someone to work all three days, a minimum of two days will be considered.

Duties and Responsibilities:

- Manages the day-to-day operation of the site including opening and closing of the store.
- Welcomes visitors and assists customers with purchases and orients them to the site.
- Organizational interface with the HVI Board, Town of Vienna, and volunteers.
- Manages all aspects of store operations including merchandise research, purchasing, sales and inventory management.

Skills and Experience needed:

- Ability to communicate effectively with customers, volunteers, board members, community members in person and in oral and written communications.
- Proficiency in Microsoft Office products.
- Highly organized
- Physical ability to shelve and move materials around the site on a regular basis.
- Interest in history and the Vienna community

Historic Vienna, Inc.
131 Church Street, NE
Vienna, VA 22180

Email Cover Letter and Resume in PDF format or questions to HistoricViennaVA@gmail.com

Gift Shop and Historic Site Manager Position Description

Position Title: Gift Shop and Historic Site Manager

Reports to: HVI Board of Directors

Last Update: April 2024

Version: 2.01

Background

Historic Vienna, Inc. (HVI), established by the Vienna Town Council in 1976, is a 501(c)(3) nonprofit corporation dedicated to:

- Preserving and promoting knowledge of Vienna's heritage through the identification, preservation, and interpretation of historically significant places, events, and persons.
- Educating the public through permanent and revolving exhibits, outreach programs, and publications.
- Enhancing the spirit of community through an awareness of Vienna's past.

Position Summary

The Gift Shop and Historic Site Manager ("Manager") is responsible for the day-to-day operation of the Freeman Store and Museum gift shop and Historic Vienna, Inc.'s site as a whole. The site includes the Freeman Store and Museum, the Little Library Museum, and the surrounding grounds.

The Historic Site Manager duties are performed as needed year-round. The Gift Shop Manager is required to work or find a volunteer Storekeeper for all hours that the Freeman Store and Museum is open. The current store hours are Wednesday through Sunday, 12:00PM to 4:00PM from March 1 to December 31; the store is open by appointment only during January and February. Additional hours are required for special events and administrative and managerial duties. The Treasurer oversees all hours worked.

Organizational Interfaces

- **HVI Board of Directors:** Ensure representation at monthly Board meetings; prepare and present monthly reports (Gift Shop performance, visitors by program, site status, etc.); work with the Store Committee on Freeman Store policies, products, and management; work with the Used Book Cellar Committee Chair to manage book donations, Used Book Cellar space, and sales records.
- **Town of Vienna:** Coordinate activities and building maintenance with the Parks and Recreation Director and other town staff; and coordinate package delivery of store merchandise.
- **Local Organizations:** Coordinate with local organizations as needed to support HVI programs (e.g., special events, volunteers, publicity, etc.).
- **Volunteers:** Work with members and the community to identify volunteers; coordinate volunteers to support HVI programs and activities.

Gift Shop Manager Responsibilities

Manages all aspects of store operations, including but not limited to:

- **Merchandise management and presentation:** Work with the Used Book Cellar Committee Chair to bring in donated books, keep book inventory in order, encourage donations, and maintain records of all books sold; select, purchase and display all merchandise for the store in accordance with the policies and goals set by the Store Committee; conduct research (through other museum shops, web sites, gift/craft shows, etc.) to identify new products; order all merchandise and coordinate delivery as required; keep inventory records up to date; prepare bills for payment of Store expenses, verify accuracy and give to the Treasurer; maintain files on all store purchases; set prices on all merchandise working with the Store Committee as needed; keep Coke machine clean and stocked. In January-February, wash all candy jars, clean the Coke machine thoroughly, conduct the annual inventory, replenish merchandise, and open the store for appointments.
- **Sales and administration:** Welcome visitors, answer questions, assist customers with their purchases and process sales; prepare publicity (e.g. social media, articles for HVInk, Vienna Voice, local press, websites, etc.) to encourage visitors; manage sales from the HVI website; maintain the cash box in ready

condition for the next day; record daily sales and visitors; prepare daily credit card settlement report and other administrative functions required for credit card processing; ; coordinate resolution of problems with the credit card service provider and maintain cell phone for backup credit card processing service; make bank deposits to the Store checking account; prepare and present monthly Store sales report to the Board; monitor and manage freemanstoremuseum@gmail.com email correspondence with vendors.

- **Volunteer storekeeper staff:** Work with the Board to identify potential storekeepers; train and schedule volunteer storekeeper staff; schedule additional staff during events; monitor and manage volunteer storekeeper performance; maintain a manual of daily store management tasks including opening and closing procedures for temporary storekeepers; ensure that all storekeepers and board members have read and signed the Credit Card Security policy and maintain annual records of these signatures.
- **Store appearance:** Ensure that the store is ready for opening; change the merchandise displays; ensure that merchandise displays support the historic features of the building and enhance the museum experience.

Historic Site Manager Responsibilities

Manages the day to day operation of the site, including but not limited to:

- **Visitors:** Open the building and museum rooms; welcome visitors and orient them to the site; provide information on the building, history, and museum exhibits; maintain an annual record of visitors for each HVI program
- **Building and grounds:** Ensure that the building and grounds are tidy and in good condition at all times; work with the Town to identify and manage building repairs and maintenance; manage the building security system including interfacing with the supplier and the Town, monitoring access alarms, and coordinate with Police as needed; maintain and purchase supplies needed for building and store operation, purchase additional supplies when needed; monitor trash and recycling receptacles and contact the Town staff for pickup; manage the building cleaners; ensure the bathrooms are tidy, well supplied and ready for use; ensure all light bulbs are working; change the messages displayed on the Marquee sign in front frequently and for special events
- **Volunteer coordination:** Assist in identifying and scheduling volunteers for HVI activities and programs; maintain a master list of volunteers and their interests.
- **Program assistance:** Provide assistance as needed to coordinate program activities; maintain HVI membership database.
- **Office administration:** Manage the message on the telephone answering machine; take messages, schedule appointments (e.g., appraisals and tours) and forward appropriately for resolution; monitor and manage historicvienna@gmail.com email correspondence; organize the reprinting of HVI envelopes, letterhead, and brochures as needed; pick up mail from the post office; maintain and distribute Board of Directors contact list; maintain a file of relevant articles about HVI printed in local papers.

Skills

- Excellent Customer Service skills are required
- Ability to make visitors feel welcome is required
- Excellent oral communications are required
- Excellent organizational and problem solving skills are required
- Ability to manage Excel spreadsheets and word processing is required
- Ability to process orders through a website store front is a plus
- Experience in managing an automated inventory system is a plus
- Experience with or ability to learn Past Perfect software is a plus

Qualifications and Experience

- Previous experience in retail sales and merchandising is highly desired
- Interest in history and the Vienna community is highly desired
- A background check will be performed