

Position Description – Retail Manager, National Dinosaur Museum

The National Dinosaur Museum is home to one of the largest displays of crystals, fossils, minerals and gemstones in Australia. The display of specimens available to purchase in the gift shop is an extension of the museum itself with unique items hand sourced domestically and internationally.

The gift shop also sells a diverse range of dinosaur themed toys, books, DVDs, posters, games, puzzles, collectibles and clothes for all ages.

Summary of Responsibilities

- Assisting the manager in organising, planning and implementing strategy to develop the retail area of the museum
- Coordinating retail store operations – stock control, sales orders, merchandising, marketing
- Staff management

Job brief

We are looking for a responsible Retail Manager to help organise and run our retail store and to take on a senior management role.

The Retail Manager's responsibilities will include training staff, monitoring inventory and ordering merchandise based on demand. You will also research competitive products and analyse consumer behaviour to ensure our store meets and exceeds visitor expectations.

Our ideal candidate will have retail manager skills with a sharp business mindset. You should also be skilled at merchandising, stock control and the ability to use sales data to inform decision making. Interpersonal and mediation skills will be very useful, since you'll often be acting as a liaison between managers, employees and customers.

Ultimately, the duties of the Retail Manager will be to make sure our store maximises profit margins, operates effectively, offers a diverse and attractive product range suited to our target markets, and build a loyal, repeat customer base.

Responsibilities

- Assist the Manager in planning and implementing strategies to attract customers
- Monitor and maintain store inventory
- Supervise and motivate staff to perform their best
- Analyse consumer behaviour and adjust product positioning
- Handle complaints from customers
- Research emerging products
- Improve packaging and product presentation
- Suggest and oversee retail display changes, utilising contractors where necessary
- Arranging the unpacking, invoice checking and pricing of new shipments

Requirements

- Demonstrable knowledge or interest in gems, minerals and/or fossils
- Familiarity with financial and customer service principles
- Ability to create and analyse reports, spreadsheets and sales statistics
- Required to sign commercial confidentiality agreement
- Proficient POS and computer skills

Salary Range:

According to experience \$55,000 - \$60,000

Working Hours:

5 day, 38 hour week including weekend and night rosters