



### **Director of the Bolner Family Museum Store and Tremblay Family Café**

The Witte Museum is where Nature, Science and Culture meet, through the lens of Texas Deep Time and the themes of Land, Sky, and Water. The Witte is the only museum that focuses on Millions, Thousands and Hundreds of years in what we now call Texas. The Witte inspires people to shape the Future of Texas through transformative and relevant experiences in engaging exhibitions and programs. Founded in 1926, the Witte is located along the San Antonio River and has recently renovated and expanded the entire museum campus.

#### **Position Summary**

The Director of the Bolner Family Museum Store and Tremblay Family Café is responsible for sustaining a profitable Bolner Family Museum Store and Tremblay Family Cafe for the Witte Museum. The long-term goal of this position is to create a highly recognized retail space for creative and unique items that carry the Wonder of the Witte outside the walls of the Museum. The Director must have a strong retail sales and management background and thrive on the sales floor. The position requires the ability to multi-task across multiple store fronts on the Witte Museum campus while leading a team in both the Bolner Family Museum Store and the Tremblay Family Café. The Director of the Bolner Family Museum Store and Tremblay Family Cafe will work with the Senior Graphic Designer and Chief Creative Officer to envision and create unique, branded items and memorable retail experiences. This position reports to the Chief Business Officer.

#### **Responsibilities**

- Directs the Bolner Family Museum Store and Tremblay Family Café in its mission of providing an extension of the Witte Museum experience to its visitors. Tracks and ensures consistent cash flow relative to budget from the Museum Store and Café.
  - Be a sales-goal driven manager for the Museum Store and Café team members, working to empower and inspire them to work towards the weekly and monthly sales goals for each amenity. Develop strategies and measurable goals for the Museum Store and Café teams, monitor progress, hold team members accountable, and lead by example.
  - Responsible for the ordering and inventory of products for both amenities ensuring inventory and back stock are always readily available. Ensure food and drink providers include local caterers, coffee vendors and local distributors.
  - Creates weekly schedules for the Bolner Family Museum Store and Tremblay Family Café teams.
  - Calculates profit margins for the Bolner Family Museum Store and Tremblay Family Café. Works directly with accounting to ensure accuracy and timeliness of invoicing, vendor payments and monthly financial reporting.
  - Ensures Café team members have all the appropriate licenses and certifications
  - Ensures the Café passes all health code inspections with a 100 score.
- Manage the Bolner Family Museum Store and Tremblay Family Café teams and support team members with proactive leadership in sales support, ordering, and staffing.
- Ensure that Shopify and the Bolner Family Museum Store's online store is engaging and active with all new products to produce additional revenue.
- Work directly with the Chief Business Officer to deliver accurate data for key metrics including guest count capture rate, average sales, and other reporting for both the retail and culinary programs
- Create and implement processes to improve operating efficiency, timeliness, and methods of financial reporting including but not limited to labor expense, purchasing and specifications, and margins across retail and culinary programs.
- Ensure appropriate merchandising is being utilized by both retail and culinary programs.

#### **EDUCATION**

- Required: Bachelor's degree or equivalent retail field experience
- Preferred: Bachelor's degree in Retail Marketing or Merchandising
- Required: appropriate licensing and certifications, including valid Texas Food Managers Certificate and TABC Server/Seller License, must be obtained before starting in the position

#### **EXPERIENCE AND SKILLS**

- Five years direct experience in retail, sales, and managerial experience with a customer-focused retail establishment
- Experience with food and beverage sales particularly pre-packaged and amenity based selections
- Strong leadership skills
- Must be an energetic, enthusiastic individual with strong attention to detail
- Well-developed organizational skills and ability to meet simultaneous deadlines
- Must possess excellent people skills and be guest-driven
- Must be comfortable working near and around children and families as primary clientele
- Possess ability to organize complex information into a profitable and well-run amenity
- Experience with computerized point-of-sales systems, preferably Shopify
- Experience with e-commerce and online sales

- Ability to read, analyze, and interpret common technical publications, financial reports, legal documents and food service-related architectural drawings
- Understanding of working within a creative retail environment in a cultural institutional
- Preferred: non-profit experience

**PHYSICAL REQUIREMENTS**

- Must be in good physical condition, able to move moderately heavy objects (30lbs.), bend, walk, climb stairs, stand, and sit for extended periods of time
- Must be able to work a flexible schedule including evenings, weekends, and holidays

The Witte Museum is an equal opportunity employer.

Closing date: Open until filled

Résumé and Cover Letter may be emailed to: [humanresources@wittemuseum.org](mailto:humanresources@wittemuseum.org)