



PRODUCT DEVELOPMENT & STORE MANAGER JOB DESCRIPTION

Department: Museum Store
Reports to: Head of Brand Management & Permission
Date: July 2017
Job Code:

Location: San Francisco
Status: Full Time
Hours: 40 hours/week
FLSA Code: Exempt - Admin

JOB FUNCTION:

The Product Development & Store Manager is responsible for the merchandise strategy for the Museum Store, including product development, purchasing, and visual planning. This person will analyze past buying trends, sales records, prices, and quality of merchandise to determine profitability while meeting the institutional mission. Selects, orders, and authorizes payment for merchandise according to contractual agreements. Creates plans for creating custom merchandise for institution and special exhibitions. Selects, orders, and authorizes payment for merchandise according to contractual agreements. Conducts meetings with sales personnel and introduces new products for The Walt Disney Family Museum. This person will also oversee museum store staff, including assigning duties to staff to ensure fulfillment of store strategy.

DUTIES AND RESPONSIBILITIES:

- Develops product to support the museum, special exhibitions, and other special assignments
- Purchases new and replenishing existing product, including profit and sales forecasts to optimize the volume, profitability, and product turnover
- Produces visual merchandising layout plans for store to optimize sales volume and profitability, ensures regular updates to plan
- Ensures store is kept in an aesthetically pleasing, neat, and organized manner
- Liaises with buyers, analysts, stores, suppliers, and distributors
- In collaboration with Store Operations Manager, analyzes and monitor sales records, trends, and economic conditions to anticipate consumer buying patterns; develops, plans, and tracks budgets and presents sales forecasts and figures, including P and L statements, inventory reconciliation, etc
- Coordinates with Store Operations Manager on all merchandise orders, deliveries, shipments, and storage
- Fulfills in-store promotional and sales plans
- Works with Head of Brand Management & Permissions to follow permissions process
- Provides training to museum store staff, including on new merchandise and key selling points
- Serves as liaison to Guest Experiences and Marketing teams to ensure staff is up-to-date on key initiatives, including special training sessions
- Provides management duties over paid and volunteer store staff, including assigning duties to fulfill store strategy
- Establishes store policies and procedures
- Ensures high level of customer service implemented and maintained through one-on-one conversations, training, and performance management
- Provides customer service support in-store as needed
- Fulfills other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Previous experience in vendor sourcing, management, creating internal, and vendor workflow

- Previous experience in custom product creation, buying, and merchandising
- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Establishes and maintains effective working relationships with subordinates, coworkers, and staff involved in memberships and event planning, such as volunteers, staff, and contractors.
- Superior written and oral communications and organization skills.
- Must be multi task and detail oriented.
- Excellent customer service and interpersonal skills to relate and communicate to all levels of the WDFM community.
- Must be able to work independently, exhibit initiative to solve problems, including tracking situations until appropriate resolution is achieved.
- Ability to self-manage and self-motivate.
- Must be a team player.

EDUCATION AND EXPERIENCE:

- B.A./B.S. in Merchandising and Buying Operations or 5 years of experience in similar role
- Experience in POS system (Gateway) a plus
- Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database, presentation software (Outlook, Word, Excel, Access, PowerPoint), P.O.S., ticketing, online sales software.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders) and reaching above the shoulders and lifting of up to 50 lbs. Lifting and transporting of moderately heavy objects, such as furniture, file cabinets, equipment, boxes, etc.. Work may require occasional weekend and/or evening work.

The Walt Disney Family Museum

Find animation, innovation, and inspiration in the remarkable life story of Walt Disney, the man who raised animation to an art, tirelessly pursued innovation, and created a distinctly American legacy that transformed the entertainment world. Located in the scenic Presidio of San Francisco, the museum is a 501(c)(3) nonprofit organization that features contemporary, interactive galleries with state-of-the-art exhibits narrated in Walt's own voice alongside early drawings, cartoons, films, music, a spectacular model of Disneyland, and more.

As part of our commitment to a safe work environment, we conduct pre-employment drug testing.