



JOB DESCRIPTION

Title: Associate Director of Retail & Visitor Services
Reports to: Director of Operations
Department: Operations
Schedule: Full-Time

SUMMARY

The Associate Director of Retail & Visitor Services manages the Museum's earned revenue streams and visitor-facing operations, including the museum store, front-of-house ticketing and guest services, and facility rentals. This role is responsible for curating a distinctive and mission-aligned retail experience, ensuring excellent visitor service, and building a robust plan for private rentals that increases revenue and elevates the Museum's profile as an event venue.

The ideal candidate has a strong background in retail sales and purchasing, with experience selecting and merchandising unique, diverse products. They bring creativity, organization, and excellent customer service skills, along with the ability to lead staff and deliver a high-quality experience for visitors and rental clients alike.

This position works a regular schedule of Wednesday through Sunday, including Wednesday evenings until 9:30 PM, and occasional additional evenings as needed for events and rentals.

Key Responsibilities

Facility Rentals & Private Events

- Develop and implement a comprehensive plan to grow the Museum's rental program, positioning the facility as a premier event venue.
- Market rental opportunities, build relationships with event planners, and promote the Museum to potential clients.
- Oversee the full rental process, including inquiries, site visits, contracts, logistics, and on-site coordination.
- Track revenue and evaluate opportunities to enhance the rental program.

Retail & Museum Store

- Manage all aspects of the Museum store, including buying, merchandising, vendor relationships, inventory management, and sales.

- Select and purchase a unique and diverse range of merchandise that reflects the Museum's values and appeals to its audiences.
- Curate and sell distinctive merchandise that supports and enhances the Museum's temporary special exhibitions, aligning products with exhibition themes to deepen visitor engagement.
- Implement creative strategies to drive sales and enhance the store's contribution to the overall visitor experience.
- Maintain a clean, organized, and visually appealing store environment.
- Monitor sales and inventory to inform purchasing decisions and promotional strategies.

Visitor Services & Ticketing

- Oversee the front desk and ticketing operations, ensuring smooth, efficient, and welcoming service for all guests.
- Recruit, train, and supervise visitor services staff and volunteers, fostering a culture of professionalism and hospitality.
- Manage ticketing systems, cash handling, daily reporting, and reconciliation.
- Continually assess and improve visitor flow and service delivery.

Other related duties and responsibilities may be assigned.

Qualifications

- Bachelor's degree or equivalent experience in retail management, hospitality, events, arts administration, or related field.
- At least 3–5 years of experience in retail sales, visitor services, and/or events, with some supervisory or managerial experience.
- Strong retail buying and merchandising skills, with a creative eye for curating distinctive merchandise.
- Experience managing customer-facing operations and/or facility rentals.
- Excellent organizational, interpersonal, and communication skills; able to lead a team and interact effectively with diverse audiences.
- Ability to work the required schedule, including evenings and weekends as needed.

Work Environment & Schedule

- Regular schedule: Wednesday through Sunday, including Wednesday evenings until 9:30 PM.
- Additional evening hours required for events, rentals, and busy periods.
- This position involves standing and walking for extended periods, lifting merchandise (up to 30 lbs.), and interacting with visitors and clients throughout the Museum.

SALARY RANGE: \$70,000 - \$85,000, commensurate with experience, plus benefits.

To apply: Please submit a cover letter with resume to hr@mmjh.org. Only applications received via email will be accepted. No phone calls or snail mail, please. In your cover letter, please tell us why this job interests you. Selected applicants will be reviewed by the museum's search committee, and a background check is required as part of the hiring process. Job posting is subject to change.

Equal Employment Opportunity

The Museum provides equal employment opportunity (EEO) to you and all applicants without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, disability, political affiliation, or other legally protected status. The Museum does not discriminate in hiring, training, compensation, benefits, promotion, transfer, discipline, or termination.

Non-Discrimination Policy

The Maltz Museum is committed to providing a work environment in which all employees are treated with dignity and respect. Discrimination based on race, color, religion, sex, sexual orientation, pregnancy, national origin, gender identity, ancestry, age, disability, military status, veteran status, or any other classification protected by law, is completely unacceptable and will not be tolerated.