

**Wisconsin Historical Society  
Position Description**

**Title: Office Operations Associate**  
**Working Title: Retail Operations Lead**  
**LTE – 84901?**

**Summary**

Under the direction of the WHS Director of Retail Operations and the general supervision of the Asst. Director - Operations, the Retail Operations Lead is responsible for the day to day management of all retail operations on site including the Museum Store and the Garden Shop.

The Retail Operations Lead adheres to the highest standards of customer service and ensures that the guest service staff maintains safe, clean, welcoming and attractive retail and admissions facilities and provides exceptional guest service and shopping experiences.

The Retail Operations Lead collaborates with the museum's Guest Service Coordinator and serves as the lead for the Guest Service team in the absence of the Guest Service Coordinator.

The Retail Operations Lead is responsible for merchandising and buying resale products and retail supplies, and works in collaboration with the Director of Retail Operations to select, research, develop and source products while consulting with Museum senior staff and the Guest Experience Team. The Retail Operations Lead also manages all token merchandise used in on-site sales.

The Retail Operations Lead is required to attend scheduled staff meetings, work weekdays and weekends, and some evenings for special programs.

**Duties**

**70% A. Lead Site Retail Operations.**

- A1. Greet and welcome guests. Model great customer service and maintain an upbeat, positive attitude. Foster an understanding of and appreciation for our guests, their expectations and individual needs.
- A2. Understand and perform all Tier 3 point of sale responsibilities which include:
  - i. Opening money count and drawer opening activities (includes safe access)
  - ii. Ability change and create new customers in Touchscreen
  - iii. Perform basic sales functions (includes but not limited to: sales, non-validated returns, current ticket voids, holds of admission and retail items)
  - iv. Perform advanced sales functions (includes but not limited to: tax exemptions, validated returns, past ticket voids, facility rentals, all order processing functions)
    - 1. May serve as back-up in performing some advanced sales functions for primary employee responsible (possibly in other department on-site)
  - v. Ability to run basic and advanced POS reports (includes but not limited to: drawer history, admissions, profitability, sales history report)
  - vi. Print item labels

vii. Closing money count (includes reconcile and posting)

A3. Train and lead guest service staff in retail operations. Ensure their proficiency in cash handling, and POS operations and monitor their performance. In coordination with the Guest Service Coordinator assign retail work tasks and ensure they are completed. Make sure staff is proficient in handling sales in the event of a power or internet outage.

A4. Work with the Director of Retail Operations and Asst. Director - Operations to develop product and supply budgets. Monitor spending to adhere to established budgets.

A5. In coordination with the Director of Retail Operations, and the Asst. Director - Operations, purchase new retail merchandise. Work with the same to develop new custom products and consult with the Guest Experience Team to source new products related to the museum experience. Source products for best quality, pricing and terms and develop vendor relationships. Propose new retail strategies and be active in developing new retail operations.

A6. Reorder approved merchandise according to sales needs and within budget parameters and purchasing authority. Regularly review product sales history and determine with Director of Retail Operations how to deal with slow moving merchandise. Complete annual inventory of product.

A7. Ensure that all received merchandise is promptly identified and checked in, recorded properly in the POS system, priced correctly and displayed quickly.

A8. Maintain accurate POS sales and inventory records and run, share and review reports on a monthly and as needed basis.

A9. In coordination with the Director of Retail Operations, plan and create merchandise displays, revising store layout as necessary.

A10. Make sure that all retail signage is approved, up-to-date and properly displayed. Remove out-of-date signage.

A11. Monitor retail and admission supplies, and order as needed. Consult with supervisor or Director of Retail Operations about larger orders. Train staff to keep supply areas neat and organized.

A12. Maintain security and records of all funds in retail/admission cash registers and vault each day per defined procedures. Account for receipts; prepare daily paperwork and deposits of revenue for Finance and Operations Coordinator. Maintain strict cash controls over register operations and change fund. Create financial reports as required.

A13. Provide sales assistance at stations and on sales floor.

A14. Assist the Guest Service Coordinator in creating work schedules for retail/admission staff and volunteers to be reviewed and approved by supervisor.

A15. Attend morning briefings. Be well versed in museum programs and daily events and be able to inform staff and volunteers. Review website and Facebook page regularly for new information. Help ensure that all staff working in retail locations are able to relay up to date information to museum guests in a clear, efficient and helpful manner.

A16. Coordinate with Custodial Lead to create and monitor a cleaning plan for retail facilities and train guest service staff in cleaning responsibilities and procedures to help maintain safe, clean, welcoming and attractive retail and admissions facilities.

**20% B. Assist Admission Operations.**

B1. Under direction of Guest Service Coordinator, assist leading guest service admission staff and volunteers in greeting/welcoming all guests to the museum, including field trips, group tours and private event participants. Provide guests with relevant information to facilitate their experience.

B2. Train with the Guest Service Coordinator in all aspects of admission operations ensuring seamless transitions of responsibilities on days when Guest Service Coordinator is not on duty. Ensure that Welcome Center gates and retail facilities are opened and securely closed according to determined schedules.

B3. Become well versed in all admission pricing, terms, memberships, special offers, online ticketing and event registration information and become proficient in communicating the same to guests. Help ensure that all guests are properly charged and receive proper ticketing identification.

B4. In absence of Guest Service Coordinator communicate coordinate daily admission information with Education Coordinator and Food and Beverage Manager each day.

B5. Assist guest service staff and volunteers in collecting guest surveys.

B6. Be familiar with site accessibility issues and policies including wheelchair access and service animal policies.

B7. Be knowledgeable about food service information and relay information to guests in a clear, efficient and helpful manner.

B8. Facilitate contact between potential clients and the private event, field trip and group tour sales team.

## **10% C. Additional museum duties**

- C1. Make sure that all retail locations have an operating radio and maintain open museum radio communication channels at all times. Make sure to carry an operating radio at all times while on the museum site.
- C2. Become familiar with how to troubleshoot simple equipment issues and who to communicate with for serious equipment and/or facility repairs, power or internet outages. Assist in training guest service staff on same.
- C3. Become knowledgeable of site safety and emergency procedures including locations of first aid supplies, storm shelter areas, emergency communication procedures and reporting procedures. Assist in training guest service staff on same.
- C4. Record and report any non-emergency incidents, including negative guest feedback, to supervisor within 24 hrs.
- C5. Answer telephone and emails inquiries. Provide administrative support.
- C6. Maintain personal appearance and oversee retail/admissions guest service staff appearance according to museum standards.
- C7. Other duties as assigned.

## **Knowledge, Skills, and Abilities**

- Experience in retail operations, customer service, team leadership, cashiering, and cash handling.
- Excellent oral communication, problem solving and organizational skills
- Experience in Microsoft Office software (Excel & Word)
- Experience in using computerized retail/ticketing systems, including report generation
- Ability to work with minimum guidance and supervision
- Ability to calmly and professionally interact with the staff and visitors under all situations.
- Ability to work both indoors and outdoors in air conditioned and non-air conditioned spaces and in hot or cold weather.
- Ability to stand for extended periods of time, climb up and down stairs and to work in an office environment.

## **Important Information**

A criminal background check will be conducted prior to an offer of employment to determine if the circumstances of any conviction may be related to the job.

The Immigration Reform and Control Act of 1986 requires employers to hire only individuals who are eligible to work in the United States. Upon reporting for work, an individual will be expected to present proper evidence establishing employability.

**Position Status/Benefits**

Seasonal position April to December, (Schedule may include weekdays, weekends and some evenings) 16 - 32 hours per week; starting at \$15/hour. Limited Term Employment position. State residency required.

**Contact**

Please send a short cover letter and completed WHS Application for Employment to:

Robert Parker, Assistant Director - Operations  
Old World Wisconsin  
W372 S9727 State Rd. 67  
Eagle, WI 53119  
Office: 262-594-6303  
Fax: 262-594-6342  
email: robert.parker@wisconsinhistory.org

The Wisconsin Historical Society is an equal opportunity employer.