

## **Visitor Services Coordinator**

Oversees and coordinates merchandising, inventory control, and other related activities for The Muse Knoxville gift shop. Provides training, leadership, scheduling for front desk employees. Manages cleanliness and overall presentation of lobby and restroom areas. Provides input into operating budgets, policies, and procedures. Provides leadership in the general marketing of the items in the store. **Email resume and two references to [info@themuseknoxville.org](mailto:info@themuseknoxville.org)**

### **Duties and Responsibilities**

- Assists with the development and implementation of operating budgets, policies, and procedures consistent with those of the organization.
- Monitors sales through the cash register; resolves discrepancies, and prepares sales reports.
- Monitors and coordinates ordering, receipt, and return of merchandise and/or equipment; verifies invoices and billing and resolves errors and discrepancies; as appropriate, coordinates delivery of merchandise to insure that store is properly stocked.
- Oversees visual merchandising; participates in the development and implementation of on-floor sales promotion campaigns.
- Monitors general housekeeping cleanliness within the lobby and restroom area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Assists public in selection of books, gifts, and other merchandise; advises/trains staff and volunteers to do the same. Organizes plan for the display and presentation of merchandise with consideration to established marketing plan and for effective support of sales; changes displays regularly with a consideration to buying audience and season; supervises and works with volunteers stocking and displaying merchandise.
- Supervises and participates in the monthly, physical inventory of merchandise.
- Serves as buyer for other departments within organization.
- Manages, orders, stocks and maintains the employee honor box.
- Helps maintain product quality levels in conformity with the Muse mission and audience served.
- Train front desk employees in Customer Service, membership sales, program awareness, etc.;; provide feedback to improve customer experience.
- Work with VS Manager to schedule front desk employees for work on a weekly basis.
- Assists VS Manager in documenting and tracking various reports related to front desk
- As needs warrant, these duties may be subject to change or additional duties assigned.

### **Schedule**

32 hours per week

5 days in building

### **Requirements:**

- Merchandising and Customer Service experience preferred
- Flexible schedule. The gift store requires odd hours for inventory tracking and stocking in preparation for certain events and for regular business.
- Basic mathematics skills associated with retail business.
- Basic computer skills: Excel, Google Docs, Word
- Organized
- Leadership skills
- Works well with others.
- Able to lift 20 pounds.
- Reliable transportation