



## **JOB POSTING**

**Date: December 20, 2021**

### **Director of Retail & Visitor Services**

Kirkland Museum of Fine & Decorative Art inspires people through the beauty of art and design presented in a unique and approachable way. The Museum carries on the curatorial vision established by Founding Director & Curator Hugh Grant (b. 1945), who was influenced by artist and educator Vance Kirkland (1904–1981). The Museum serves the general public and scholars through exhibitions, the loan of works and public programs.

Kirkland Museum seeks an enthusiastic and outgoing individual who can lead our Visitor Service Department to excellence by providing great customer service to our visitors and patrons.

The Director of Retail & Visitor Services oversees all front-facing operations, including staffing, customer service, ticketing, the Museum Store and group reservations. This position supervises a small team, providing leadership through exceptional communication and team building, while ensuring a positive experience for all visitors.

This position reports directly to the Associate Museum Director.

#### **Responsibilities**

##### **Executive Leadership**

- Build long-term strategic planning for the Visitor Services department with a focus on fulfilling the Museum's mission and generating revenue
- Oversee annual Visitor Services budget, including admissions and store sales projections
- Provide leadership and insight into visitation trends, patterns and expectations to support the work of other departments, including development, marketing and curatorial teams
- With Director of Interpretation, research, create and write visitor evaluation tools to collect data on visitor feedback, special exhibitions and educational programming
- With HR & Operations Specialist, develop and implement policies and procedures to improve safety, efficiency, and overall success of daily frontline operations
- Be the expert on the Museum's TAM retail and CRM software, acting as a primary resource to other departments for best practices, reporting, administration and data management
- Provide high-level stewardship to visitors and special guests, giving guided tours as needed
- With senior executive team, coordinate community events that impact visitation

### **Visitor Services Staff Management**

- Support and oversee the hiring and onboarding, department training, performance evaluation and implement disciplinary action as needed, for all Visitor Services staff members
- Develop and foster team-building strategies
- Act as cross-departmental communications liaison to the VS frontline staff and public
- Supervise the work of the Visitor Services team and serve as their first line of support
- Lead by example in management of the staff and providing excellent customer service
- Ensure policies and procedures are followed by staff as directed
- Work cross-departmentally to ensure proper staffing levels for events, exhibitions and high attendance periods
- Work with and serve as point person as needed for Volunteers and on-site security guard

### **Museum Store**

- Develop and manage the Museum Store budget
- Provide leadership and creative direction to Store buyer for product selection, special exhibition merchandise, custom product design and consignment artists
- Oversee Store buying operations, including merchandising, receiving and accounting
- With Marketing, ensure promotion of the Museum Store through social media, print and online
- Collaborate with other departments to develop promotional opportunities and events for the Museum Store
- Oversee administration and maintenance of the online Museum Store

### **Ticketing & Group Reservations**

- Ensure exceptional customer service for visitors at the Welcome Desk
- Oversee admissions promotions and special events
- With the Visitor Services Supervisor, provide strategic planning to promote and drive the Groups and Tours program
- Manage online ticketing reservations via Wufoo platform

### **Operations & Administrative**

- Supervise the opening and closing of the Museum, securing building at end of day
- Count, reconcile and compile cash deposits for HR & Operations Specialist
- Ensure public spaces are presentable and safe for visitors and staff
- Oversee best practices and exceptional customer service at the Welcome Desk
- Serve as back-up on registers at the Welcome Desk and Museum Store as needed
- Review and update Visitor Services main webpages
- Provide copy editing and feedback for front-facing communications and educational materials
- Compile visitation and revenue reports for the executive team and board of directors, including monthly, quarterly and annual reporting
- With Accounting, ensure accurate recording of departmental revenue and expenditures, sales tax reporting and annual audit reports

## **Qualifications**

- 5+ years of successful senior-level leadership
- 5+ years of retail and inventory management, with an understanding of purchasing and merchandising
- Ability to conceptualize, strategize and set and achieve goals with minimal direction
- Excellent interpersonal and English communication skills, including communicating effectively in groups and in one-on-one conversations through written and verbal means with diverse personalities and audiences
- Knowledge of point of sale and CRM systems, previous experience with TAM a plus
- Must have open availability for a flexible work schedule that meets the needs of Museum hours, including evenings, holidays and weekend shifts
- Bachelor's degree required
- Art History and/or Museum Studies background preferred
- Must positively reflect Kirkland Museum's level of professional appearance and demeanor
- Physical requirements: Lifting/Carrying - heavy work may include routine lifting of a maximum weight of 50 lbs. Combination of sitting, standing, walking and climbing on a ladder

Kirkland Museum staff take pride in our standard of excellence; we are incredibly invested in our work and one another, and are passionate about and inspired by the collection. The Museum's culture is built on the enjoyment of working collaboratively and supportively, where each staff member brings value or unique traits to the table.

Pay range: \$56,000-\$59,000

## **Schedule**

Full-time, 40 hours a week with additional hours as needed for special events and programs. Tentative schedule: Tuesday-Saturday, 9:00 am to 5:30 pm. Work will be performed at 1201 Bannock Street.

## **Benefits**

Our staff members are our most valuable asset; that is why we offer a generous benefit package. Kirkland Museum offers medical, dental and vision coverage, 11 paid holidays and a variety of other benefits to support staff members and their families, including:

- Paid Time (vacation and sick time)
- 401(k) Retirement Plan
- Life Insurance and Long-term Disability paid at 100% by the Museum
- Monthly transportation and cell phone allowance
- Complimentary Kirkland Museum admission tickets for friends and families
- Healthcare & Dependent Care Flexible Spending Accounts

**COVID-19 Precaution(s):**

- In-person interviews will be conducted in a well-ventilated meeting area with all participants masked and socially distanced
- Kirkland Museum is operated in accordance with guidelines established by the Colorado Department of Public Health and the Environment (CDPHE) and the City and County of Denver

**How to Apply**

Qualified candidates are invited to email their resume with a letter of interest to [resumes@kirklandmuseum.org](mailto:resumes@kirklandmuseum.org). Resumes will be accepted until the position is filled.

Final candidate will be subject to background check, pre-employment drug screen and successful passing of assessment/skills test. Please, no phone calls.

As an equal opportunity employer, Kirkland Museum is committed to advancing diversity within our organization. We are dedicated to creating and maintaining an inclusive and supportive work environment and providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.