

## **Director, Retail Operations – Frank Lloyd Wright’s Martin House**

Do you have an entrepreneurial spirit? Have you owned or managed a boutique or museum store? Are you consistently driven to exceed your clients’ expectations? Are you interested in history and architecture? Then we want to talk with you! Frank Lloyd Wright’s Martin House (Buffalo, NY) is looking for an energetic professional to lead the retail team and oversee museum store operations, inventory and product development.

### **Primary Responsibilities:**

- Research and purchase all inventory for the Museum Store. Work with store and accounting staff to receive inventory and facilitate vendor payments.
- Manage store staff to ensure consistent, exemplary customer service in a collaborative and positive atmosphere.
- Develop and maintain effective, attractive merchandising plan to maximize sales and use of space.
- Maintain POS system in line with procedures and controls for paid and volunteer staff. Monitor inventory levels to ensure proper selection and sufficient supply.
- Routinely analyze inventory margins/pricing/discounts to maximize revenue.
- Conduct quarterly cycle counts to ensure successful inventory at year’s end. Manage year-end inventory count and reconciliation.
- Research and establish new merchandise sources. Ensure that merchandise meets the criteria of the Museum Store / Martin House mission. Attend retail tradeshows as appropriate.
- Work with the licensing staff at the FLW Foundation to serve as a resource for product development.
- Develop new products that will resonate with visitors; continue to refine and create items with Martin House logo to reinforce branding.
- Develop, monitor and achieve annual departmental budget/goals in consultation with Director of Finance. Maintain proper balance between expenses and driving museum store sales to ensure financial success.
- Work with Marketing Manager to create annual marketing plan for retail. Assist other staff with events that involve retail opportunities.
- Utilize and support Martin House volunteer program; engage and mentor volunteers in coordination with paid staff.

### **EXPERIENCE / SKILLS**

- Bachelor’s Degree in business, retail management or related field.
- 3-5 years substantive experience in owning or managing an independent retail enterprise or museum store.
- Proficiency with Microsoft Office, POS software (currently *Lightspeed*), and database/ reporting analysis.
- Strong communication skills (both oral and written), exceptional customer service skills, ability to manage competing priorities, and demonstrate effective project management in a fast-paced work environment.
- Candidate must be organized and self-motivated with proven experience in leading/mentoring a team.
- Occasional evening/ weekend work required, particularly during peak tour season and special events.

**The Martin House is an equal opportunity employer. Candidates should submit a resume, cover letter and salary requirements to: [hr@martinhouse.org](mailto:hr@martinhouse.org)**