

Retail Operations Manager Job Description

Position: Retail Operations Manager

Supervisor: Chief of Staff

Type: 40 hours per week; exempt

Salary Range: \$58-62,000

Target Start Date: ASAP

Organization Overview

Revolutionary Spaces is a new arts & culture organization on Boston's Freedom Trail, formed in January 2020 by the merger of the Bostonian Society and Old South Association. Through partnerships, theater and arts, exhibits, and other cultural activities, Revolutionary Spaces brings people together to explore the history and continue the work of democracy that was started in part in the two historic sites and museums we care for – Old South Meeting House and the Old State House, located two blocks from each other in the heart of downtown Boston. Revolutionary Spaces is an equal opportunity employer. We value inclusion, relevance, boldness of thought, and engagement in our work.

Position Description:

Revolutionary Spaces operates four gift shops, including museum shops at the Old State House and Old South Meeting House as well as satellite shops at Faneuil Hall and Quincy Market. As of April 1, 2022, two of these shops have reopened, and we are looking to expand our team as we approach our summer high season. We are searching for an outgoing, detail-oriented self-starter to serve as our Retail Operations Manager. This person will take charge of ensuring the smooth daily operations of the shops, including troubleshooting technology and employee needs and managing cash handling.

Main Responsibilities:

- Collaborate with the President & CEO, Chief of Staff, and supervisory team to firm up operational systems across the retail shops.
- Act as liaison between the retail shops and the Visitor Experience team.
- Serve as in-house expert on retail management system software.
- Serve as Retail liaison with outsourced technology firm as needed.



Revolutionary Spaces

Open History. Enter Democracy.

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- Develop and implement systems and procedures to facilitate and improve the ordering, receiving and stocking of merchandise in the stores.
- Manage small wholesale business aimed at other retailers in Boston.
- Work with staff to develop and implement systems and procedures to optimize retail and customer service sales training.

Qualifications:

- At least 5 years' experience working in a retail operation
- Prior management experience strongly preferred
- Experience with inventory management and ordering
- Experience with Retail Information Systems (RPro) strongly preferred, but not necessary
- Strong sense of organization and time management
- Friendly, outgoing and engaging with customers and staff
- Good team player

Requirements:

- Able to handle multiple tasks effectively
- Able to easily move between multiple buildings during the day which have multiple flights of stairs and no elevators [Old State House, Old South Meeting House, Faneuil Hall and Quincy Market as well as any future store locations]
- Extreme comfort working with technology and handling IT issues as they arise
- Able to be “on-your-feet” for eight-hour shift
- Able to lift and carry at least 25-40 pounds
- High level of ability in reading, writing and speaking English
- Good office computer skills – email, Excel, Word.

Benefits

Generous vacation, sick and Federal holidays schedule; 403b with 5% match after one year; Health insurance; Life, AD&D, and Long-Term Disability insurance; FSA Medical & Dependent care accounts; and free admission to many local museums.

To apply, please email HR@RevolutionarySpaces.org with your resume and cover letter.