



ROYAL AVIATION MUSEUM OF WESTERN CANADA

Job Title: Giftshop Manager

Job Location: 2088 Wellington Avenue

Hourly Wage/Salary: \$45,000 - \$55,000 annual salary (commensurate with experience)

Term: Full-time, permanent position 37.5 hours per week – weekends & evenings required

The Royal Aviation Museum of Western Canada (RAMWC) has completed construction of an 86,000 sq. ft facility location on the James A. Richardson International Airport campus in Winnipeg, Manitoba. Opening May long weekend of 2022, the Museum is a non-profit dedicated to preserving the history of aviation in Western Canada. The new Museum will showcase more than twenty aircraft and many unique aviation artefacts from its collection, presented from a story-driven approach. RAMWC is opening at its brand-new location on the campus of Winnipeg's James A. Richardson International Airport May 20, 2022. We are looking for a Giftshop Manager to make a significant contribution to the opening and ongoing success of this world-class facility.

The new home of the Royal Aviation Museum of Western Canada is located on Treaty 1 territory, the traditional territory of Anishinaabeg, Cree, Oji-Cree, Dakota, Lakota and Dene Peoples, and the homeland of the Métis Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

The Role

Reporting to the Visitor Experience Manager, the Giftshop Manager will direct and oversee all store operations of the Landing Zone Boutique (LZB). LZB is a critical source of revenue for RAMWC and we require an outstanding individual with extensive retail experience, including sales and procurement experience to support the purchasing, merchandising, and sales of our product to meet revenue targets. The position will work with a team of staff and volunteers to deliver quality and unique items available for museum visitors and make the LZB a shopping destination of choice. They will coach and train the team on museum & giftshop product knowledge, support RAMWC customer experience and service.

The incumbent will provide support to the Visitor Experience Manager by supporting the Admissions Desk and acting as a supervisor in their absence, and vice-versa.

Job Functions

- Procurement of product, visual merchandising, inventory control, and promoting the sales of LZB items
- Assist ongoing LZB online store maintenance: product descriptions, availability, pricing, and delivery of goods and cost of goods targets
- Track sales and report on trends, develop budgets, set goals and report on KPI's
- Capture valuable customer data to inform future sales strategies
- Support the Visitor Services staff and volunteers through coaching and supervision
- Assisting the training for sales staff and volunteers and assisting in developing standard operating procedures manuals for daily operations, customer service, inventory management for receiving and POS reconciliation
- Negotiate and evaluate vendor relationships
- Prepare and present new products and branded merchandise for approval
- Schedule needs based on sales forecasting, inventory needs, and more
- Assist with customer inquiries, complaints, and all facets leading to a successful visitor experience

Qualifications

- Five or more years procurement/purchasing experience in retail industry, preferably in a gift shop or boutique
- Five years experience in sales/customer service experience with the ability to build customer loyalty
- Experience in managing & troubleshooting Point of Sales/Customer Service Relationship Management software
- Able to work a flexible work schedule (Weekends, Evenings & Holidays)
- Valid Emergency First Aid & AED Certification or commitment to obtain within 30 days of hire
- Experience working with the public in cultural organizations/attractions is preferred
- Experience in scheduling/coordinating employees and volunteers is preferred
- Demonstrated team building and development skills
- Strong ability to organize and manage multiple priorities
- Proven attention to detail and ability to maintain complete and accurate documentation
- Excellent verbal and written communication skills
- Must be able to lift 50 lbs

Benefits

- Museum Paid Benefits Plan
- Matching Group RSP Contributions

How to Apply:

Please submit your Resume and Cover Letter with indication of the job title to hr@royalaviationmuseum.com. Please note only candidates selected for interview will be contacted.

RAMWC strives to provide an inclusive workplace and will provide a safe environment for all candidates. We provide accommodations for candidates who disclose a need.