

## **Plimoth Plantation Job Description**

**Title:** Specialty Buyer and Shop Supervisor  
**Position:** Seasonal, Part-Time  
**Supervises:** Museum Gift Shop Staff  
**FLSA Status:** Exempt

### **SUMMARY**

The Specialty Buyer/Shop Supervisor (SBSS) is an integral part of the Museum's retail team. The SBSS serves as supervisor in the Museum's gift shops as needed, and oversees the operations of off-site and pop-up shops. Selects and purchases specialty merchandise and other product categories as assigned. Provides customer service and sales help in all of the shops.

### **PRIMARY RESPONSIBILITIES**

- Provide a friendly and welcoming presence for all guests and coworkers throughout the Museum and off-site shops. Support the Museum's mission, vision, core values and customer service.
- Monitor budget, sales and inventory for off-site and pop-up shops. Manage expenses and maximize sales, forecast sales and meet or exceed revenue goals.
- Work with shop staff on visual merchandising/displays that sell product. Develop solid knowledge of all products in the shops and ensure that that information is communicated to the staff in the shops so they can share the stories behind the merchandise with customers.
- Interview, hire, and train off-site retail staff; assign and direct the work of retail staff; conduct performance evaluations.
- Source, develop and purchase merchandise as assigned for specialty categories and shops. Develop and maintain positive relationships with vendors. Order and reorder products, determine mark-up, negotiate terms. Keep accurate and complete paperwork on file for all PO's and correspondence with vendor.
- Attend pow-wows or other gift shows as requested to source products for the Museum's Native shop. Work closely with other buyers and Deputy Director of Public Engagement to develop private label programs and custom packaging. Develop licensing programs.
- Identify retail and product trends. Develop an online component for the Museum's off-campus shops. Write copy for the online shop items and work notify mail order staff of any changes, including items out of stock, temporarily, or discontinued items, and price increases/decreases. Examine products when they arrive to check for quality.
- Work with Development, Membership, Marketing and Executive Office on sourcing, designing, developing and/or customizing unique products to be used for premiums, commemorative gifts and promotional items for trade shows.
- Analyze sales data for timely reordering.
- Cash register – ring up sales, process credit cards, close out and open registers; complete end of day paperwork.
- Assist with annual physical inventory for all shops.

This description is not intended to be a complete list of all responsibilities, duties, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of key responsibilities of the job as it is at present, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. This job description may be reviewed by management at any time either to ensure that it relates to the job currently being performed, or to incorporate changes. Management reserves the right to change a job description; and if/when doing so will discuss with the employee(s) concerned so that any changes are understood by employee(s).

## **QUALIFICATIONS, SKILLS AND EXPERIENCE**

- BA preferred but not required.
- Minimum 3 years experience in multi-store retail and purchasing. Supervisory experience required.
- Excellent communication skills – spoken and written communications are essential in this position.
- Strong organizational abilities and attention to detail required.
- Must have solid computer skills (MS Office Suite, as well as a retail POS system).
- Must be able to interpret written and oral instructions and follow directions.
- Ability to travel locally/regionally as well as out of state occasionally on buying trips.

## **CORE COMMITMENTS**

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Plantation advance the museum's educational mission and strategic goals; they uphold the museum's core values and principles in their work and in all their interactions with the public and coworkers. This commitment helps to ensure that Plimoth's reputation for excellence is maintained and that we, as stewards of the museum, are helping to create a relevant and sustainable future for Plimoth Plantation. The core principles that guide us in our work are:

- **Safety and Comfort:** Conduct yourself and your work at all times in a manner that helps to ensure the safety and comfort of all guests, staff, animals and museum property.
- **Compassionate Customer Engagement:** Plimoth Plantation exists to serve the public. It is their interest, goodwill and generosity that support the museum's mission. Each and every one of us commits to consistently provide our guests with the museum's unique brand of compassionate customer engagement.
- **Professional Excellence:** We believe in continual improvement and we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- **Practice Personal Accountability.** Within the scope of your position, be personally accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for yourself and your colleagues.
- **Advance a Culture of Philanthropy:** In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. Philanthropy strengthens and sustains the Museum. As a 501(c)(3) charitable organization, it is essential that staff at all levels of the organization understand Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals.

- **Teamwork:** We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every team member has the opportunity to contribute to the success of the team.
- **Upholding Our Workplace Culture:** How we work together matters as much as what we do. The key behaviors and qualities that help to sustain our workplace culture are: Imperturbability, resilience, courtesy, gratitude, a habit of finding out facts before making judgments, a commitment to not spread gossip or rumors, these qualities combined with a mature sense of perspective, as well as a good sense of humor are all essential to our workplace culture.

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

The physical demands outlined here are representative of those that must be met by an employee to perform successfully the essential functions of the job. The work environment characteristics described here are representative of those you'll encounter while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to sit, stand, crouch or kneel. It may be necessary to use a stool or ladder while placing objects throughout the shops. Employee is required to handle products of varied materials, some breakable. Some products have strong fragrances; some are made of animal products such as fur or leather.

- Possess some degree of dexterity.
- The work requires some physical activity necessitating good cardiovascular condition.
- Work sitting or standing sometimes for extended periods of time.
- Should be capable of lifting and moving objects, up to 20 pounds.
- A valid driver's license is required. Should be able to drive or ride in vehicles for extended periods.
- Some areas of the workplace are outdoors and therefore not climate controlled. Must be able to work in a variety of temperatures, as some of the work occurs outdoors in a variety of weather conditions (e.g. hot, humid, cold, rain, snow).
- The noise level in the workplace varies from quiet to loud.

### **ADDITIONAL REQUIREMENTS**

The Museum is open seven days per week. Some work on Saturdays, Sundays, holidays and evenings is required. Flexibility in work hours and days off is essential.

### **JOB DESCRIPTION ACKNOWLEDGMENT**

I have received a copy of the job description for my position:

**Specialty Buyer/Shop Supervisor.** Revision Date: 6.3.19

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of the Museum and department without it being specifically included in the job description. If I have any questions about job duties not

specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Director of Human Resources. I have discussed any questions I may have had about this job description prior to signing this form.

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Employee's Signature

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Date

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Employee's Name (please print)

Our goal is to be a diverse and inclusive workplace that is representative of the public whom the Museum exists to serve. We are an equal opportunity employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all employees. All our employment decisions are based on business needs, job requirements and individual qualifications. We seek to recruit, develop and retain the most talented people from a diverse candidate pool. All qualified applicants will receive consideration for employment. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.