

Join our Textile Center team!

Retail & Merchandising Manager



Textile Center is unique as America's national center for fiber art, with a mission to ***honor textile traditions, promote excellence and innovation, nurture appreciation, and inspire widespread participation in fiber art.***

The Center's resources include exceptional fiber art exhibitions, an artisan shop, a professional-grade dye lab, a natural dye plant garden, and one of the nation's largest circulating textile libraries open to the public.

textilecentermn.org

RETAIL & MERCHANDISING MANAGER JOB POSTING

Job Title:	Retail & Merchandising Manager
Status:	Full time, Exempt (Benefits eligible)
Salary:	\$50,000 - \$60,000 (Dependent upon experience and qualifications)
Benefits:	See details below
Reports to:	Executive Director
Supervises:	Shop Inventory Specialist and Shop Associates
Timeline:	Applications will start being reviewed Tuesday, May 30, 2023

POSITION SCOPE AND PURPOSE

Textile Center's artisan retail shop is one of the Twin Cities' premiere destinations for handmade fiber art and textile goods, including home décor, wearable art, kitchen textiles, as well as an array of fiber art kits, books, supplies, and more. Textile Center offers an exciting opportunity for an experienced and entrepreneurial Retail & Merchandising Manager to oversee our newly expanded brick-and-mortar store, as well as our online shop, and our semiannual Textile Garage Sale events. We're poised to grow our retail operations from a solid foundation, serving artists, makers, and appreciators from across the region.

A national center for fiber art based in Minneapolis, Textile Center is a 501(c)3 nonprofit organization dedicated to "honoring textile traditions, promoting excellence and innovation, nurturing appreciation, and inspiring widespread participation in fiber art." Our retail program represents nearly 100 fiber artists and makers annually, supporting working artists through consignment sales. It also brings in significant earned revenue to support Textile Center's education and outreach programs and services. We're seeking a goal-driven candidate who has a passion for merchandising and retail sales, follows sales trends, and appreciates fiber art and textiles.

SPECIFIC DUTIES

Buying and Inventory Control:

- Determine, select, and purchase merchandise in accordance with shop plans for in-person and online shopping experiences. Balance merchandise mix of consignment artist goods with commercial products to support Textile Center mission, goals, exhibitions, and education programs.
- Place inventory orders with wholesale vendors.
- Update POS inventory software with new vendor & inventory information.
- Create and affix bar-coded price tags to all merchandise.
- Maintain inventory levels appropriate to shop size and in relation to shop sales trends.
- Establish and maintain strong relationships with artists and vendors.
- Plan and execute annual Holiday Gallery Shop; schedule and implement call for entry process.
- Schedule staff and volunteers.
- Transform shop and gallery spaces into holiday showplace; artful display of artist inventory.
- Execute end-of-show take-down and return of unsold holiday artist inventory.
- Attend shows, fairs, and studio tours; utilize internet, social media, and e-newsletters; and shop other stores to remain current on trends in the market.
- Conduct regular cycle counts and annual inventory of shop owned items and consignment merchandise

Merchandising/Display/Promotion/Marketing

- Oversee receiving, pricing and display of all shop inventories.
- Rotate inventory displays in order to best maintain shop vibrancy.
- Implement and leverage publicity and promotional strategies, working with Communications Manager to maximize exposure and increase sales.
- Ensure that Textile Center's retail programs are prominently featured on our website, social media, and other promotional outlets, including through advertising and public relations.
- Identify new opportunities for product promotions, ie, pop-ups, sales events.

Supervision:

- Hire and train shop staff.
- Plan Shop staff schedule - balance floor coverage with payroll budget.
- Motivate, lead, coach, support, and develop customer-focused, results-oriented Shop staff sales team.
- Shop staff is the visitor's first point of contact. Provide on-going training on new products, point of sale operations, education programs, gallery exhibitions, library events, membership programs, monthly rentals, customer service and overall Textile Center mission.

Textile Garage Sale & Pop-Up Sales Events

- Plan and implement our semi-annual Textile Garage Sale events.
- Manage event goals and expenses, secure venues, coordinate volunteers, and enlist staff and board support.
- Cultivate opportunities for pop-up sales events (such as estate sales) at Textile Center

Other

- Assist with other Textile Center programs as needed.

RELATIONSHIPS

- The position interacts with artists, vendors, visitors, Textile Center members (individual, guild, business, and board), donors, rental clients, volunteers, Textile Center program participants, and building users.

EQUIPMENT USED

- Computer, mouse, keyboard, credit card machine, telephone, copy machine, printers. Shop display furnishings and props, ladders, step stools, carts.

BENEFITS:

- Health insurance (Textile Center pays 80% of monthly premium)
- Insurance: Life, AD+D, ST/LT disability (Textile Center pays 100%)
- Dental insurance, flexible spending account, and retirement savings plan
- Paid vacation, sick, and holiday time
- Discount on Shop purchases; free and discounted class opportunities

QUALIFICATIONS

- 4-year degree preferred in business/merchandising or related field
- 5+ years of retail management and buying experience
- Experience at an arts organization, gallery, or specialty store preferred
- Understanding of retail trends in fiber art and textiles
- Experience using POS inventory databases; preferred: Quickbooks, Square
- Inventory management experience
- Working knowledge of web-based retail (such as Shopify, Squarespace, etc.)
- Financial management experience
- Excellent verbal and written communication and customer service skills
- Strong negotiation and organizational skills
- Budget management and financial planning skills
- Ability to define, plan, and execute successful strategies
- Proficient using Microsoft Office Suite, DropBox, Salesforce, Zoomshift (or similar systems)
- Experience supervising, motivating, and supporting a small team, and cultivating a rewarding and enjoyable work environment
- Commitment to contributing to a culture that's in equitable and inclusive
- Ability to use stairs, climb a ladder, and use a step stool
- Ability to lift more than 20 lbs, and to stand or sit for long periods of time; bend, stretch, engage in repetitive motions; push, pull and carry items (merchandise, display pieces, artwork, boxes, etc.) for short distances
- Fully vaccinated for COVID-19

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the discretion to add or change the duties of the position at any time.

Textile Center is an equal opportunity employer and considers all qualified applicants for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity, disability, or veteran status. View our declaration of anti-racism here: textilecentermn.org/declaration-of-anti-racism/

Applicants for this position must successfully pass a background screening, and/or additional skills test as determined by management.

TO APPLY

Please send cover letter, current resume, and 3 professional references to:
Nancy Gross, Director of Administration, at ngross@textilecentermn.org.