

Piedmont Craftsmen

Gallery/Shop Manager Position

The Gallery/Shop Manager is a key senior staff position ensuring achievement of the goals and success of the Piedmont Craftsmen Gallery located in Winston-Salem, NC. The position requires depth of knowledge and demonstrated accomplishment in retail operations and fine crafts. The Gallery/Shop Manager is charged with building audiences for the organization's exhibiting members by managing all retail activities. The scope of responsibility includes planning, leading, executing and evaluating efforts to maximize audience participation and working within the spirit of Piedmont Craftsmen's goals.

The Gallery/Shop Manager holds a leadership role in the institution, reports directly to President and CEO B. Jane Doub, and works closely with other senior and sales staff, the Exhibiting Membership, and customers. The Gallery Manager has three part-time employees in his/her chain of command.

Responsibilities

- Manage operations of Piedmont Craftsmen Shop:
 - Oversee inventory receipt and rotation, and works with exhibitions to manage merchandising
 - Create policies and procedures to facilitate professional operation of Shop
 - Work with CEO to hire, train and oversee paid and volunteer Shop staff
- Work with CEO and Operations Manager to set goals for Gallery/ Shop costs and revenues in order to maximize Gallery/Shop's ability to meet budgeted contribution
- Manage sales staff to ensure that shop is open on all retail days of the year and during all Art District events
- Work and communicate with Exhibiting Members to maintain inventory mix, quality, and quantity
- Develop relationships between customers and craftsmen with regard to commissions, referrals, product development and special orders
- Engage with customers to stimulate interest in artists, craft, and Piedmont Craftsmen through email communications and one on one interaction
- Work with Exhibitions Manager and CEO to identify and develop new markets for member artists' works
- Participate in development of Organizational marketing plan to ensure brand recognition and promotion of special events in shop to expand customer base
- Work with Operations Manager to ensure proper accreditation of sales
- Manage and maintain inventory database/point of sale program

COMPENSATION: Competitive and negotiable; commensurate with experience. Compensation discussions are a part of the interviewing process.

Qualifications

- Minimum of 3 years related experience with significant gallery responsibilities at a college, university, museum or other nonprofit organization.
- Commitment to the mission and goals of the Piedmont Craftsmen.
- A proven record as a resourceful problem-solver familiar with the complexities of a nonprofit educational organization.
- Demonstrated verbal and written communication skills as well as strong planning, administrative, and organizational skills. Emotional maturity, self confidence, and a sense of humor.
- An inspiring, articulate and creative manager who can communicate and operate effectively during a time of growth, and impart credibility, trust, enthusiasm and integrity.
- Demonstrated ability to design appealing displays.
- Knowledge of the Quickbooks Point of Sale, Excel and Word software are preferred.
- Proven ability to work with diverse groups of individuals, especially crafts artists.
- Knowledge of the arts in general and crafts in particular is a plus.
- Demonstrated ability to work successfully in a small team setting with a consensus building model.
- Must be able to work the majority of Saturdays, the first Friday evening of every month for Gallery Hops and the special hours on Sundays and Mondays in December.

Physical Demands

This position requires travel and the ability to drive a car, is physically demanding and requires the employee to walk, bend, stoop, reach above their head, have use of fine and gross motor skills, and work in close quarters. The employee must have normal visual acuity at near and far distance with correction and hear the spoken word with correction. The employee must be fluent in English. While performing the duties of this job, the employee is regularly required to sit and to work at a computer, climb ladders to adjust lighting and art, pack and unpack artwork. The employee is frequently required to use hands to finger, handle, or touch objects, tools, or displays and to talk fluently. The employee must frequently lift and/or move heavy display equipment, objects or boxes. The employee will be required to occasionally work long days (10+ hours) during fundraisers and the annual Craftsmen Fair.

Send cover letter and resume to Jane Doub, President and CEO at director@piedmontcraftsmen.org by February 19, 2010.