



## AGA KHAN MUSEUM

### **Retail Store Supervisor**

The Aga Khan Museum, located in Toronto, is a public institution dedicated to the arts and cultures of Islam in all their historic and geographic diversity. The Museum's mission will be to inform, educate, and inspire audiences from all cultures by presenting art created in the Islamic world throughout the past fourteen centuries, along with current paths of artistic practice and cultural development. The Museum is currently scheduled to open later this year.

#### **Purpose of Position**

The Retail Store Supervisor's primary job function is to be fully accountable for the success of the store, driving sales and profitability while directing all aspects of store operations. This will include managing operations, sales, visual merchandising, quality assurance, staff selection and supervision, and loss prevention. The incumbent will adhere to all company guidelines and procedures to ensure efficient daily operations. The Retail Store Supervisor will create an environment that enhances customer loyalty and encourages customers to make purchases.

#### **Key Responsibilities**

##### **Supervision**

- Supervise staff, including the Merchandising Supervisor and the Sales Stock staff and volunteers, and be responsible for the management of the team, including recruitment, employee relations, and performance management, in consultation with the Business Development Manager and the Human Resources Manager.
- Provide ongoing training to the staff on systems, procedures, product knowledge, merchandise, membership levels and benefits, and customer service.
- Encourage enthusiasm for product lines, sales goals, cross promotions, and up-selling.

##### **Operations**

- Monitor and coordinate the daily operations of the sales floor and stock locations, ensuring proper staffing levels, sales, and service.
- Communicate important information to Business Development Manager regarding ongoing promotions and merchandise updates, including informing about areas of weakness in inventory and merchandising from the customer's perspective. Disseminate information from weekly retail meetings to staff to ensure clear communications.
- Oversee the purchase and maintenance of operational tools and supplies needed to facilitate the daily operation of the store.
- Collaborate with the Exhibitions and Curatorial Affairs Departments on design of retail furniture and oversee production schedules.
- Work in conjunction with other departments to accommodate and coordinate special events and promotions.



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- Ensure availability of merchandise by maintaining inventory levels guarantee timely transfers through e-commerce.
- Maintain a safe and clean store environment.

### **Visual Merchandising**

- Implement merchandizing strategies in order to maintain sales floor organization to ensure the appropriate coordination of displays to best reflect exhibitions and top-selling items. Collaborate with the Business Development Manager to achieve department sales goals.
- Coordinate merchandise displays and maintain selling floor to reflect current exhibition merchandise and key items.
- Work with the Business Development Manager and the Merchandising Supervisor to plan and implement design for retail store window displays.
- Increase marketing of merchandise by reviewing advertising, sales promotion, and display plans; respond to rate of sales figures and business profitability.

### **Customer Service:**

- Monitor customer service levels, lead by example in providing service of the highest quality. Coach sales associates to approach, acknowledge, and close sales.
- Increase customer loyalty by establishing rapport with potential and repeat customers.

### **Quality Assurance:**

- Reconcile daily operating funds with the Finance Department.
- Be responsible for cash handling, i.e., opening fund, fund bags, bank deposits, register overages and shortages.
- Support the Business Development Manager in all aspects of inventory control including regular counts and annual inventory.
- Confirm that store credits, discounts, returns, and voids are accurate and approved.
- Monitor and report in store distributed materials to the Business Development Manager.
- Secure merchandise by implementing and following quality assurance policies and procedures.

### **Education, Knowledge, and Experience**

- A bachelor degree or equivalent combination of retail business experience sufficient to successfully perform essential functions of the job.
- At least five years of proven retail management experience, including supervising staff and back-of-house positions.
- Ability to communicate effectively and provide feedback with strong verbal and written communication skills; able to encourage excellent sales performance.
- Ability to build relationships in order to foster teamwork and develop partnerships.
- Exceptional customer orientation.



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- Extensive experience working in a team-oriented, collaborative environment.
- Strong computer skills, including POS and MS Excel. Knowledge of Microsoft RMS platforms preferred.
- Flexibility to work evenings, holidays, and weekends.
- Experience in a museum environment or in a store with similar merchandise lines preferred.

### **To Apply**

Please send your cover letter and résumé to [akm.hr@akdn.org](mailto:akm.hr@akdn.org) on or before June 20, 2014.

The Museum thanks all those who apply. However, only shortlisted candidates will be contacted.