

Position: Retail & Visitor Services Manager
Reporting to: Executive Director
Hours: 37.5 per week. In-person position. Wednesday to Sunday schedule
Term: Permanent, full-time
Residence: Reside in the Sea to Sky corridor (Squamish to Pemberton)
Remuneration: \$75,000
Benefits: Extended Health, 6% vacation entitlement, RRSP program, Wellness Benefit, Shop Allowance

JOB SUMMARY

Reporting to the Executive Director, with oversight by the Director of Operations, the Retail & Visitor Services Manager leads the Visitors Services team, responsible for retail, admissions and membership sales. This full-time role is responsible for driving earned revenue through retail, ticketing, and general membership; delivering an exceptional visitor experience; and leading front-of-house operations and staff. The Manager oversees all aspects of retail strategy including product development, purchasing, inventory, pricing, merchandising, and e-commerce, while ensuring strong operational performance across admissions and visitor services. The role also leads the Silent Auction for the Museum's annual Gala, contributing directly to fundraising and donor engagement efforts.

KEY RESPONSIBILITIES

Retail & Earned Revenue Leadership

- Lead strategic planning, budgeting, and financial performance for Museum Shop, admissions, and general membership operations.
- Develop and monitor revenue targets, KPIs, and reporting to maximize earned revenue and visitor engagement.
- Implement policies, procedures, and systems that improve efficiency, profitability, and customer experience.
- Collaborate with Marketing on integrated promotional strategies across retail, admissions, e-commerce, print, and digital channels.

Visitor Services Management

- Recruit, train, coach, schedule, and supervise Visitor Services staff, ensuring high service standards and strong team engagement.
- Develop staffing plans, service standards, and recognition programs that support sales performance and visitor satisfaction.

Merchandising, Buying & Inventory Management

- Curate and manage a diverse product mix in partnership with BC artists, makers, galleries, and suppliers.
- Lead product development, purchasing, pricing, vendor relations, and inventory control.
- Oversee visual merchandising, floor plans, signage, displays, and e-commerce operations to ensure a strong retail environment and seamless inventory integration.
- Manage inventory systems, stock levels, and reporting to minimize shrinkage and maximize profitability.

Gala Silent Auction Management

- Lead planning and execution of the annual Gala Silent Auction, including donor communications, item intake, pricing, administration, and event execution.
- Liaise with the Chief Development Officer, Gala Committee, donors, and volunteers to support fundraising success.

QUALIFICATIONS / KNOWLEDGE / SKILLS

- Bachelor's degree or equivalent in a related field.
- Minimum of 3+ years' experience in retail, admissions, visitor services, or cultural institution operations, including management responsibility.
- Strong experience in retail operations, purchasing, merchandising, inventory management, and vendor relations.
- Proven ability to lead, motivate, and develop customer-facing teams in a high-service environment.
- Strong financial management skills, including budgeting, forecasting, and KPI analysis.
- Knowledge of BC artists, artisans, and the contemporary craft and art market is an asset.
- Proficiency with POS systems, e-commerce platforms, Microsoft Office, and Adobe Creative Suite.
- Ability to work flexible hours including weekends, evenings, and occasional travel.

OTHER REQUIREMENTS

- Valid BC Driver's license.
- Criminal Record Check will be required by the successful candidate.

Interested applicants are required to submit a Resume and Cover Letter. This position will remain posted until filled. Applications will be reviewed on an ongoing basis, and candidates are encouraged to apply as soon as possible.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

ALL RESUME PACKAGES MAY BE DIRECTED TO:

Brianna Beacom, Director of Operations, Audain Art Museum
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