



CRAFT ALLIANCE

## Retail Gallery Shop Manager

Craft Alliance is a non-profit art center in St. Louis, Missouri, dedicated to exhibiting contemporary craft and teaching craft techniques. Nationally recognized as one of the premier craft organizations in the country, Craft Alliance is the only organization of its kind in the region solely dedicated to contemporary craft. Craft Alliance offers classes in craft techniques, artist residencies, community programs, exhibitions and a gallery shop. Relocated in 2020 to 5080 Delmar, Craft Alliance has studios for ceramics, metals, fibers, glass, wood, 2-D art, digital art, print & paper arts, and artists-in-residence. Craft Alliance is an Equal Opportunity Employer that encourages women and minorities to apply.

### **Position:**

Craft Alliance has an opening for a full-time Retail Gallery Shop Manager who oversees all aspects of the operation of the Craft Alliance Retail Gallery Shop: managing the retail staff, managing inventory, and managing sales in the Shop and the Exhibition Gallery (exhibitions are curated by the Deputy Director).

### **Qualifications:**

- Bachelor's degree, art or marketing background preferred.
- Must have retail experience, with retail management experience preferred.
- Excellent customer service and interpersonal skills.
- Must be highly organized and able to successfully manage multiple, varied projects at the same time.
- Must be able to effectively communicate with staff, customers, and vendors.
- Dependability is essential with the shop opening and closing according to published hours.

### **Duties & Responsibilities:**

- Fulfill the mission of a non-profit arts organization by sharing knowledge of artists and art-making techniques with shoppers, collectors, students, and Craft Alliance members, through superior customer service.
- Manages the Craft Alliance Retail Gallery Shop and a staff of 3-5 Gallery Associates; training and preparing Gallery Associates for the highest quality of customer service; assigning & carrying out daily tasks and achieving monthly and annual sales goals.

- Implements the buying process, which includes both purchased inventory and consignment relationships, building and managing relationships with local and national craft artists. Traveling to market gift shows as required, typically one or two trips per year.
- Creatively shape and enhance the visitors' experience in the shop, with a strong emphasis on merchandising. Create a positive overall experience for visitors.
- Assist in planning pop up shows, marketing, sales, and special events to promote artists and increase sales.
- Actively manages the transition and operation of the retail shop to an expanded holiday shop during November/December and conversion back to normal shop operations after the holiday shopping season.
- Manage the Gallery Shop's online presence, creating online inventory and sales-related content. Photography and social media experience a plus.
- Must be able to learn and utilize existing retail sales and database software to properly conduct, report, analyze and manage retail transactions, and inventory.
- Must be available to work weekends and occasional holidays based on retail hours. Some evening hours will also be required for special events, and occasional off site events.

**Benefits:**

Paid time off, health insurance, discounts on education classes and purchases in the gallery and gallery shop are part of the Craft Alliance benefits package. This is a full-time position. Must be able to work flexible hours as needed.

**To Apply:**

Please send cover letter and resume to [finance@craftalliance.org](mailto:finance@craftalliance.org) with Retail Gallery Shop Manager in the subject line.