JOB TITLE: Buyer/Merchandiser

REPORTS TO: Senior Director of Operations

ORGANIZATION MISSION

The National Civil Rights Museum, located at the historic Lorraine Motel, honors and preserves the legacy of Dr. Martin Luther King. We chronicle the American civil rights movement and tell the story of the ongoing struggle for human rights. We educate and serve as a catalyst to inspire action to create positive social change.

POSITION SUMMARY

The Buyer/Merchandiser provides leadership in managing the buying and merchandising function for the Museum store to complement permanent, special exhibitions, and Museum programming. The position displays and prices merchandise to encourage sales that produce financial goals that support the Museum. The Buyer ensures that all merchandise is aligned with the museum's mission and that it does not contribute to unrelated business income (UBI)

JOB RESPONSIBILITIES

- Timely and cost-effective procurement of goods and services to support the organization's mission
- Manage vendor relations including vendor negotiations, selection, development, execution, management of vendor contracts and invoices
- Identify, evaluate and maintain relationships with international vendors and suppliers to source museum merchandise and souvenirs at competitive prices
- Manage product design and development.
- Develop product pricing and tracks sales
- Scout for and secure new products
- Attend tradeshows and retail markets to build supplier relationships, scout new suppliers, identify latest products trend and order new merchandise as applicable.
- Manage product fulfillment and inventory. This includes forecasting merchandise demand, monitoring inventory levels and coordinating reorder schedules to maintain adequate stock while minimizing overstocking, stock shortages and excess inventory.
- Anticipate customer preferences and identify products that produce brisk sales.
- Responsible for product placement and visual merchandising to promote sales
- Orient retail management and sales associates to new and featured products?
- Participate in familiarization/ benchmarking and buying trips
- Manage the overall look of the store; product placement
- Coordinate the development of merchandise to complement permanent and special exhibitions and Museum programming
- Oversee shipping procedures and updating of merchandise for online store

- Research and apply market trends
- Actively identify and manage remote museum store at offsite events, showcases, and expos; Resource complementary off-site locations for increased museum store merchandise placement and exposure
- Maintain organized and accurate purchasing, shipping and inventory records
- Prepare reports on open purchase orders, shipment status, profitability and gross margins
- Negotiate product contract terms, pricing, volume discounts and delivery schedules for cost efficiency
- Consistently re-order merchandise, track inventory levels and production schedules for both domestic and international products to prevent stock depletion or supply chain disruption
- Collaborate with retail, finance, marketing, education, inventory and management teams to align activities with merchandising plans, sales objectives, operational requirements and analytics.
- Manage the retail museum online store and online software and keep them updated
- Back up the sales areas for ad hoc needs when retail staff are unavailable

OTHER FUNCTIONS

The Buyer/Merchandiser performs additional functions (essential or otherwise), which may be assigned from time to time. The position may require work on weekends, nights, and holidays to accommodate facility programming and utilization.

TYPICAL PHYSICAL / SOCIAL REQUIREMENTS

- Requires the ability to operate general office equipment and occasionally move various office items weighing approximately 40 lbs.
- Requires strong written and verbal communication skills and be comfortable with interacting with donors and the general public
- While the majority of the work is performed inside, some outdoor work is required during various Museum-related functions
- Requires bending, stooping, kneeling, and walking
- Must be able to climb a ladder to reach merchandise shelving
- Must be able to stand for long periods of time
- Must be able to communicate with customers, staff, volunteers, consultants, Board of Directors, potential donors, and sales representatives
- Works in the retail office and retail store environment
- Domestic travel is required for trade shows and various merchandise markets.

MINIMUM QUALIFICATIONS

- Bachelor's degree, preferred in Business, Sales, Marketing or Merchandising
- Minimum of five (5) years of related and direct experience and six (6) years' experience directly related to the duties and responsibilities specified

- Requires knowledge of planning and scheduling techniques
- Basic bookkeeping and financial reconciliation skills are required
- Must be able to persuade and influence others. Must have organizational skills and the ability to manage multiple tasks efficiently in a fast-paced environment
- Must be able to work effectively with a wide range of constituents in a diverse global community
- Knowledge of customer service standards and procedures is essential
- Must demonstrate the ability to analyze and solve problems
- Must be a team player
- Must have the ability to write effectively and clearly

Send resume along with cover letter to Sherryl Tucker, Senior Director of Operations, stucker@civilrightsmuseum.org