

**Position Title:** Gift Shop Manager  
**Department:** Operations  
**Supervised by:** Director of Operations  
**Category:** Exempt  
**Status:** Regular Full Time

Taliesin Preservation, Inc. (TPI) is a Wisconsin 501(c)(3) founded in 1990. As stewards, TPI's dual mission is to preserve the cultural, built and natural environments that comprise the Taliesin property in Spring Green, Wisconsin, and to conduct public educational and cultural programming that provides a greater understanding of Frank Lloyd Wright's architecture and ideas. To learn more about our work, please visit [www.taliesinpreservation.org](http://www.taliesinpreservation.org).

#### **Position Summary:**

The Gift Shop Manager is responsible for the oversight of shop operations and staff, successfully maintaining a profitable shop consistent with the Taliesin Preservation mission, image and reputation, which meets or exceeds guest expectations.

#### **Essential Functions:**

- Manages and evaluates the gift shop experience ensuring professionalism with guests and colleagues;
- In consultation with the Director of Operations (DOO) and peers, determines seasonal staffing needs;
- Works with DOO, colleagues, and Human Resources (HR), to recruit, interview, and select well-qualified staff;
- In collaboration with HR and DOO, sets training standards, materials, and quality control mechanisms to train and monitor seasonal staff;
- Provides direct supervision to gift shop staff;
- Implement and monitor adherence with TPI policies, procedures and practices;
- Establish procedures to monitor and measure gift shop metrics;
- Maintains relationships with vendors and processes orders;
- Researches and develops exclusive shop items;
- Maintains inventory control and fulfillment to make certain selling floor is stocked and e-commerce orders are filled in a timely manner;
- Maintains e-commerce site and ensures mailing lists are accurate;
- Provides ongoing financial data to DOO and input during preparation of the annual budget;
- Leads gift shop marketing efforts including social media, email, on site, and community efforts;
- Completes periodic spot checks of inventory levels and reconciles sales to identify any discrepancies, and provides a supervisory presence on the sales floor; and
- Other duties as assigned.

#### **Minimum Qualifications:**

- Secondary school diploma or equivalent
- Minimum of three (3) – five (5) years of retail management experience
- Computer proficiency at an intermediate level including word processing, database management, spreadsheet creation and management, and report production;
- Knowledge of computerized inventory and Point of Sale (POS) systems

- Cash handling experience
- Demonstrated interpersonal skills including the ability to collaborate with peers and staff, and professionally interact with a diverse range of constituents including guests, staff, volunteers, Board members, donors, community leaders, media, vendors, program participants, and the general public;
- A willingness to think independently, take initiative and meet deadlines;
- Ability to analyze available information for the purpose of coordinating efforts, planning, decision making, and implementing projects; and
- Ability to work a flexible schedule.

**Preferred Qualifications:**

- Bachelor's Degree
- Retail experience in a museum or non-profit setting
- A knowledge of the life and work of Frank Lloyd Wright, Taliesin, the experience of the Taliesin Fellowship, and the mission of Taliesin Preservation.

**Physical Demands and Employment Environment:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this job.

- **Physical Demands:** While performing the essential functions of this job, the employee is occasionally required to stand; walk; sit; use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and consistently talk or hear; and rarely taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work Environment:** While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

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**Signature of Position Holder:****Date:**

This description does not constitute a contract for employment with Taliesin Preservation, Inc., or any affiliate, either express or implied, and TPI reserves the right at any time to change, delete, or add to any of the provisions at its sole discretion. Furthermore, the provisions of this description are designed by TPI to serve as guidelines rather than absolute rules, and exceptions may be made from time to time on the basis of particular circumstances.