



CALL FOR CANDIDATES

Part-Time Assistant Gift Shop Manager

Kentucky Derby Museum
Louisville, Kentucky

Kentucky Derby Museum is a 501(c)(3) non-profit charitable organization that sits on the front steps of historic Churchill Downs Racetrack. It is one of the premiere attractions in the Louisville region, celebrating the tradition, history, hospitality and pride of the world-renowned event that is the Kentucky Derby. The Museum welcomes over 230,000 visitors annually; a large percentage of those visitors come from outside of Kentucky, journeying from across the country and the world.

Position: **Assistant Gift Shop Manager**
Department: Retail
Reports To: Gift Shop Manager
FLSA Status: Part-time/Hourly

Summary of Position: The Gift Shop Assistant Manager trains, leads, and motivates the gift shop sales associates to ensure they are giving the best customer service possible in a high volume retail environment.

Essential Duties and Responsibilities:

- Acts as a role model on the sales floor, actively working to achieve daily sales goals.
- Motivates the retail team to provide excellent customer service.
- Helping to build customer relations by meeting and making a connection with customers, asking questions and listening to their needs.
- Coach, develop, and mentor the sales associates according to the department and Museum standards.
- Ensure the team is performing at high standards on a consistent basis.
- Demonstrate collaborative skills to meet the needs of the customer and the financial needs of the department
- Ability to make decisions under pressure, while still delivering effective customer service.
- Supervise gift shop opening and closing functions, handle all register functions and any operation situations that may arise.
- Work with the sales team to maintain store displays and cleanliness between customer interactions and sales.
- Prioritize work assignments and assists the retail associates with time management.
- Assists the Gift Shop Manager with duties and tasks as required in the retail department and assumes the role as Finish Line Gift Shop Manager in their absence
- Advises Finish Line Gift Shop Manager on staffing, scheduling, and personnel issues.

Supervisory Responsibilities:

- This position supervises part-time Retail Associates under the direction of the Gift Shop Manager.





Work Schedule:

- Works varied schedule approximately 20-25 hours per week. Standard Museum hours are Monday thru Saturday, 8 AM – 5 PM and Sundays 11 AM – 5 PM with extended hours during live racing at Churchill Downs.
- Mandatory work on Oaks, Derby and the Sunday of Derby weekend.
- Mandatory work during the week of FFA and Breeders' Cup, when held in Louisville.

Qualifications:

- High School Diploma or Equivalent
- 1 - 2 years leadership experience in a retail environment, preferred.
- Ability to stand for long periods of time, quickly walk up and down stairs to restock product, and work in inclement weather conditions during racing.
- Ability to perform retail math and practice safe cash handling.
- Must be willing to undergo a criminal background check.
- Must be able to handle stress and pressure of high volume sales and visitors while cashiering and giving great customer service.

**To apply for this position, please submit your resume to Jennifer Oller at joller@derbymuseum.org.
No phone calls please.**

We thank all applicants for their interest; however only those candidates selected for interviews will be contacted.

The information contained in this job description is not exhaustive of all the duties and responsibilities of this job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. At the discretion of Museum management, duties and responsibilities may change due to reasonable accommodation or other reasons at any time.

The Kentucky Derby Museum is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, disability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law.

