Kentuck Art Center & Festival: Retail Manager

Status: Hourly (up to 32 hours per week)
Schedule: Tuesday – Friday, 9:15 am – 5:15 pm
Compensation: Commensurate on experience
Reports To: Executive Director, Deputy Director

Position Summary

The Retail Manager oversees all retail operations for Kentuck Art Center & Festival, including the Kentuck Gallery Shop (Northport), The Deep End (Tuscaloosa), online store, and Festival merchandise tent. This role is responsible for sales growth, inventory management, merchandising, customer service, staff supervision, artist and vendor relations, budgeting, and marketing collaboration while advancing Kentuck's mission *to perpetuate the arts, engage the community, and empower the artist*.

Key Responsibilities

Retail & Customer Experience

- Manage daily shop, online, and festival retail operations.
- Deliver exceptional customer service and resolve customer concerns.
- Maintain a clean, welcoming, safe, and visually appealing shopping environment.
- Track visitor counts and support organizational reporting needs.

Merchandising & Inventory

- Source and curate artwork and merchandise.
- Manage inventory, purchasing, pricing, vendor relationships, and product displays.
- Ensure inventory controls, security procedures, and stock levels are maintained.

Staff Leadership

- Recruit, train, schedule, supervise, and evaluate staff, interns, and volunteers.
- Foster a positive team culture.
- Implement organizational policies and participate in staff meetings.

Marketing & Sales

- Collaborate on promotions, events, social media, and seasonal campaigns.
- Maintain online shop content, including product photography, descriptions, and pricing.
- Analyze market trends and identify opportunities to increase sales and engagement.
- Package and ship all online sales, exhibition sales, and phone orders safely.

Financial & Administrative Management

- Meet sales and profitability goals.
- Manage budgets, expenses, commissions, and artist payments.
- Analyze sales and inventory performance and support annual budgeting and forecasting.

Festival & Community Engagement

- Build relationships with artists and procure merchandise aligned with Kentuck's retail strategy.
- Manage Festival merchandise operations.
- Represent Kentuck professionally with artists, donors, patrons, partners, and the community.

Qualifications

- High school diploma required; bachelor's degree or equivalent experience preferred.
- Retail, gallery, museum shop, or nonprofit arts experience preferred.
- Strong leadership, merchandising, customer service, communication, and organizational skills.
- Experience with budgeting, inventory management, sales analysis, and social media marketing.
- Passion for the arts and commitment to Kentuck's mission.

Software Proficiency

- Microsoft Office Suite
- Square Retail
- Preferred: Experience in Wix or other website software

Physical Requirements

- Ability to lift up to 50 pounds and assist with merchandising, installations, and event setup.
- Ability to stand, walk, bend, reach, and sit for extended periods.
- Reliable transportation and flexibility to work evenings, weekends, and special events.

Performance is measured by sales growth, profitability, customer satisfaction, inventory performance, and successful management of the Gallery Shop, the Deep End, Online Store, and Festival merchandise operations. This position is required to complete all other duties as assigned.

Benefits:

- 20% discount in Kentuck Gallery Shop, the Deep End, and Kentuck Retail Tent
- Patron level VIP Pass to the Kentuck Festival
- Up to 3% matching contribution to Simple IRA through Charles Schwab (after eligibility period)
- 3% commission on sales

To Apply:

- Visit Kentuck.org/employment to fill out an application.
- Submit your cover letter, resume, and completed application to isullivan@kentuck.org with the subject line "Application (Your Name)."