



The Shop Manager + Registrar

Position Summary

The Shop

The Shop, with a focus on North Carolina art, is the key retail operation within GreenHill. In furtherance of GreenHill's mission, vision and strategic plan, The Shop Manager is responsible for managing the day-to-day activities, including sales, artist cultivation and selection, and merchandising. The Shop Manager + Registrar reports to the Executive Director (ED) yet will work closely with the Marketing +Design Guru (MDG) and Director of Curatorial Programs (DCP) to ensure programmatic synergies. This position requires some evenings and weekends as needed.

Registrar

The Registrar is responsible for data and list management for artists and art for The Gallery, The Shop, InFocus Gallery, and any other contracted venues. This includes maintaining artist information, art inventory, and condition reporting as well as general handling and care of all artwork. The Registrar works with Director of Curatorial Programs and the Curatorial Assistant to assist in the management of artworks under The Gallery's purview.

Reports to: Executive Director

Status: Full-time position; hours will fluctuate based on season and exhibition schedule.

Salary: Salary discussions are a part of the interview process.

Anticipated Start Date: Mid-June 2017

Key Deliverables:

- The Shop
 - Work with leadership team to actualize a sales specific business plan with measureable goals and objectives, benchmarks and implementation strategies for achievement of plan
 - Assume primary responsibility for handling sales, including sales of work from exhibitions
 - Maintain collegial and effective working relationships with GreenHill artists
- Registrar
 - Work with DCP to maintain database accurate inventory records and assist with artwork handling.

Key Areas of Direct Responsibility

The Shop Manager

- Customer Service, Sales and Marketing
 - Maintain highest level of customer service including setting the customer service standards for all team members, work directly with customers, returning phone calls, and handling inquiries and complaints in a courteous, kind, and prompt manner.
 - Train staff in customer service; continually refine, educate, and improve upon standards of quality service.
 - Represent The Shop at various functions out in the community.
 - Collaborate with ED and MDG in creating and implementing marketing initiatives, including trunk shows, annual sales, holiday parties and other special events.
 - Update and maintain images and artists on the website.
 - Assists in the set up for receptions and special events.
 - Staffs The Shop during receptions and special events.

- The Shop Operations, Inventory and Merchandising
 - Selects work for sale and artists represented who will support the business plan and overall mission of GreenHill.
 - Research work of statewide artists to maintain a roster of artists to be represented.
 - Manage Masterpiece digital inventory and sales database system to ensure accurate records of individual artists, artist sales, inventory, sales trends, processing shortages, returns, or broken products.
 - Manage image inventory for The Shop.
 - Organize transportation of artwork to and from The Shop including shipping arrangements for artists and purchasers.
 - Occasionally act as the transporter of artwork. Pack and return artworks by FedEx, UPS or US Mail as needed.
 - Oversee proper pricing and timely display of all merchandise.
 - Manage accurate database on collectors and their purchases; share data files with Development and Communications Associate and MDG.
 - Manage operating budget for The Shop.
 - Ensure store appearance and equipment is consistently cleaned and maintained. This includes but is not limited to lighting, sales counter, and storage spaces.
 - Design and organize seasonal displays for new merchandise & front windows staying abreast of industry trends and support special events or programs at GreenHill.
 - Work with Bookkeeper in processing sales, reports, artist commissions, and inventory reports on a monthly basis.
 - Count the cash drawers daily and report to Bookkeeper+ Office Manager
 - Prepare and mail monthly artist commission payments and statements.
 - Conduct semi-annual inventory counts and provide detailed reports for Bookkeeper.
 - Track all special orders, repairs, and returns.
 - Photograph inventory when needed

Registrar

- Assist with collection and verification of handwritten inventory files as artwork is delivered. Enter inventory into database and keep the database current for all incoming and outgoing works.
- Export data for exhibition labels from the database to be given to the Curatorial Assistant.
- Assist with installation of wall labels for works in exhibitions.
- Assist in handling artworks during unloading and unpacking and packing and shipping of The Gallery exhibitions.
- Assist with general administrative duties as needed.
- Staffs Visitor Center as needed.
- Work with DCP to maintain registrar calendar
- Manage InFocus Gallery website and printed material and additional duties as needed.
- Photograph artwork when needed

Knowledge, Skills and Abilities

Knowledge:

- Contemporary visual arts, art history and program development
- Knowledge of current computer programs and ability to learn new software
- New media
- Fiscal management
- Organizational management
- Time management

Skills:

- Strong public speaking and presentation skills
- Strong writing skills

- Effective networking skills
- Implementation and evaluation of plans, policies and procedures
- Communicate effectively in both written and oral forms
- Proficiency in Microsoft Office
- Strong visual aesthetic to merchandise and display artwork
- Photography, Adobe Suites, and entry level web coding skills a plus, but not required

Ability to:

- Work independently and in a team environment
- Exhibit sound judgment in the development, implementation and evaluation of plans, procedures and policies
- Define problems, collect data, establish facts, and draw valid conclusions
- Work discretely, maintain professional relationships with staff, board, community members and collaborators
- Plan, direct and coordinate activities
- Be flexible and adapt to change

Physical Requirements:

- Stand or walk 2-4 hours at one time, up to 6 hours per day; sit for 2-4 hours at one time, up to 6 hours per day
- Lift or carry up to 50 pounds occasionally; lift or carry up to 10 pounds frequently
- Frequently use hands for simple grasping, fine manipulation, pushing or pulling (34-66% of the workday)
- Occasionally bend, squat, reach overhead, kneel, climb ladders up to 12 feet high, lift overhead, weld, push or pull with forces up to 50 pounds (less than 33% of the work day)

Applications are due by May 15, 2017. Send resume and cover letter via email addressing relevant experience, interest in the position, and contact information for at least three references to Toni Tronu, Shop Manger + Registrar Toni.Tronu@GreenHillnc.org. **No phone calls will be accepted.**

GreenHill (legal name Green Hill Center for NC Art) is an equal opportunity employer with a staff of 14. GreenHill is a non-profit organization conducting its business with an annual operating budget of \$700,000 and a 22 member board of directors.