

## **Museum Retail Store and E-Commerce Manager**

The Chinese Canadian Museum (CCM) is seeking a dynamic and experienced **Museum Retail Store and E-Commerce Manager** to lead the operations of our brand-new museum store and e-commerce platform.

This position is perfect for someone who is passionate about retail, has a strong sense of cultural awareness, and is excited about the opportunity to shape and enhance the museum's retail experience from the ground up.

The Museum Retail Store and E-Commerce Manager provides oversight of the museum's new retail space, including managing shop assistants, overseeing inventory and merchandising, managing the brand's e-commerce platform and social media, coordinating collaborations and partnerships with other brands and artists, and ensuring a positive visitor's shopping experience. This position works to develop and implement museum experiences with the retail space, engaging diverse communities and helping the museum achieve its strategic implementation goals and revenue targets. This position reports directly to the Director of Marketing and Visitor Experience.

Working for a not-for-profit museum which recently opened to the public, the successful applicant is expected to excel in a fast-evolving environment, working effectively and independently, while collaborating with the museum team, and external partners and stakeholders.

This position is expected to be performed primarily in the office in Vancouver Chinatown, with expected workdays from Tuesday to Saturday from 9:30 a.m. to 5:30 p.m. Some off-site work and meetings may be required, as needed. Some events will occur on weekends and evenings with hours adjusted accordingly.

### **About the Chinese Canadian Museum**

The Chinese Canadian Museum Society of British Columbia was founded in March 2020 as an independent, non-profit society to establish and operate a public museum in British Columbia honouring Chinese Canadian history, contributions, and living heritage. The first museum of its kind in Canada, the Chinese Canadian Museum showcases arts, heritage, and cultural exhibitions that celebrate the inclusion and collaboration among Chinese Canadians, Indigenous peoples, and other communities across generations, throughout British Columbia, Canada, and the world.

### **Working with Our Team**

At the Chinese Canadian Museum, we are a fun, close-knit management team that is

supportive of each other's career goals and are passionate about our cultural institution and Vancouver Chinatown. Our total compensation package is designed to support our staff in achieving their goals and focus on the things our staff love. In addition to competitive base pay, training and development opportunities, we also offer extended health plans, paid time off, matching RRSP plan, phone reimbursement plan, and free admission to museums in 137 countries around the world.

**Responsibilities include the following:**

- Oversee the ordering, receiving, and inventory of products, ensuring the shop is well-stocked with relevant items, and adjust inventory levels accordingly.
- Collaborate with vendors, artists, designers, and brands to source and/or develop unique, high-quality products that align with the museum's mission and brand, as well as collaborations for exclusive products to enhance the shop's offerings.
- Develop and implement retail budgets, inventory counts, and profit margin and sales reports, collaborating closely with the Director of Marketing and Visitor Experience and Director of Finance and Administration.
- Develop and oversee an e-commerce platform for select items, including coordination of fulfillment, packaging, and shipping.
- Plan, design, and display products to highlight their features and uniqueness, and coordinate store signage accordingly.
- Develop and manage the shop's social media presence, creating engaging content that promotes products, events, and the museum's mission.
- Work alongside the marketing team to support marketing strategies to drive traffic and sales, both in-store and online.
- Ensure consistent and on-brand communication across all physical and digital platforms.
- Recruit, train, and lead a small team of retail / museum assistants.
- Schedule staff and manage day-to-day operations to ensure smooth and efficient service.
- Foster a positive, inclusive, and customer-focused environment.
- Build and maintain relationships with community partners and stakeholders to support the museum's broader goals.
- Continuously evaluate and improve the shop's layout, product displays, and overall aesthetic to create an inviting and memorable shopping experience.
- Implement customer feedback to refine and enhance the retail experience.
- Other duties as required.

**Qualifications**

- 3-5 years of retail management experience.

- Strong leadership and team management skills.
- Proven ability to manage inventory, drive sales, and maintain a visually appealing retail space.
- Experience with managing an e-commerce platform, specifically Shopify.
- Experience with social media management and brand development.
- Experience with collaborating with other small businesses, artists, and/or creatives on pop-ups or product features.
- Excellent communication and interpersonal skills.
- Passion for cultural heritage and a deep appreciation for the mission of the Chinese Canadian Museum.
- Demonstrated ability to direct, coach, and motivate direct reports
- Willingness to build positive and effective relationships with museum colleagues, donors, visitors, and the broader Chinese Canadian communities
- Ability to work as a member of a team-based environment with strong collaborative skills.
- Strong administrative, fiscal, and staff management skills, with a clear record of leading and managing retail initiatives.
- Demonstrated experience and ability to achieve deliverables while working collaboratively and independently without close supervision within tight deadlines.
- Excellent written and verbal communication skills in English and, preferably, in one or more Chinese languages.
- Passion for promotion of diversity and inclusion.
- Familiarity with Chinese Canadian culture and community building is an asset.

**Salary Range:** \$70,000 to \$80,000 / year

Please submit a cover letter and resume to [hr@chinesecanadianmuseum.ca](mailto:hr@chinesecanadianmuseum.ca). Posting will be open until the position is filled although priority will be given to those that apply before Oct 18, 2024.