



**Position Title: Gallery Shop Manager**  
**Reports to: Director of Finance and Personnel**  
**Classification: Full-Time, Exempt**

The Kalamazoo Institute of Arts is a leading nonprofit art museum and school. Since 1924, the institute has offered art classes, exhibitions, lectures, events, activities and a permanent collection. The KIA's mission is to cultivate the creation and appreciation of the visual arts in West Michigan. We believe the visual arts are for everyone. They inspire, fulfill, and transform.

**Summary of Position:** The Gallery Shop Manager is the primary employee responsible for the KIA gallery shop performance, customer service, and overall strategy. Oversees all aspects of the shop operations from the shop sales, expenses, marketing, customer service and policies.

**Responsibilities:**

- Develop annual budgets, manages shop expenses and staffing needs.
- Implement three-year business plan for shop events and revenue generation.
- Meet or exceed shop sales goals, and manage shop profitability.
- Identify opportunities to enhance guest experience.
- Manages all aspects of shop staffing including hiring, training, scheduling and evaluations.
- Oversees merchandise displays, inventory levels, and pricing.
- Update store policies and procedures as necessary.
- Work closely with staff from all departments.
- Ensure proper cash handling procedures are strictly enforced.
- Other duties as assigned.

**Position Requirements:**

- Bachelor's degree preferred, or 5+ years of experience in a retail position at this level.
- Proven managerial skills.
- Entrepreneurial, creative, self-starter and ability to take initiative.
- Ability to plan, prioritize, and coordinate multiple projects.
- Exceptional customer service skills.
- Thorough knowledge of retail.
- Strong written and verbal communication skills, an attention to detail, an aptitude for logical thinking, a commitment to professional ethics, and the ability to interact with KIA staff and the general public.
- A collegial and cooperative spirit and approach and an ability to work closely with others.

**Physical Job Requirements:** While performing this job, the employee will be required to sit, stand, walk, reach, lift/move up to 30 lbs occasionally, do close work with a computer monitor and perform repetitive hand movements. Employee required to be able to have written and verbal conversations.

This position is a full-time, exempt position offering the following benefits: health, dental, 403(b) retirement matching, vacation time and sick time. The KIA is an equal opportunity, equal access employer that is fully committed to diversity, equity, and inclusion in the workplace.

**Please forward a resume and cover letter to [jobs@kiarts.org](mailto:jobs@kiarts.org) with Gallery Shop Manager in the subject line or by mail to Kalamazoo Institute of Arts, 314 S. Park Street, Kalamazoo, MI 49007. No phone calls, please.**