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# THE DRAWING CENTER

**Job title: Retail and Visitor Services, Senior Manager**  
**Reports to: Director of Communications and Marketing**  
**Job type: Full-time, salaried**

## **ABOUT THE DRAWING CENTER**

The Drawing Center—an exhibition space in downtown Manhattan’s SoHo neighborhood—explores the medium of drawing as primary, dynamic, and relevant to contemporary culture, the future of art, and creative thought. Its activities are both multidisciplinary and broadly historical, and include exhibitions, publications, and educational and public programs. The Drawing Center was born into the petri dish of the SoHo art scene in the 1960s and 1970s, and since its inception The Drawing Center’s exhibitions have emphasized a wide range of artistic traditions and taken a uniquely interdisciplinary approach.

Today, The Drawing Center’s exhibitions and programs endeavor to express what Martha Beck, our founder, called “the quality and diversity of drawing” by sharing with our audience extraordinary drawing by tattoo artists, chefs, novelists, soldiers, prisoners, as well as by those who define themselves as visual artists. This experimental spirit and devotion to a broad definition of what drawing is, and what it can be, mirrors the diversity and creative energy of the early SoHo art scene from which The Drawing Center grew.

## **ABOUT THE ROLE**

Our Senior Manager of Retail & Visitor Services exists to create a meaningful, on-brand, integrated experience for guests of The Drawing Center. This role is unlike a typical visitor services or museum store manager because of the wide scope and close collaboration with all functions of the staff, reporting to the Director of Communications.

The Senior Manager of Retail & Visitor Services will be challenged to manage the guest experience from a museum and retail perspective, as well as to largely own the business operations associated with the retail space, doing so without a legacy roadmap. Offering the opportunity to envision a retail space from the ground up, the Senior Manager of Retail & Visitor Services position will also be part of a cross-functional team of colleagues of diverse expertise working in agile, adaptive and collaborative ways.

A typical day for this role might include training a new visitor services associate, issuing a purchase reorder for a best selling item, preparing the bookstore for an event, and reviewing the budget and human resource needs for an upcoming changeover for a new retail cycle/exhibition. This role will regularly collaborate with the Deputy Director, Director of Development and Director of Communications, and Visitor Services team.

## **RESPONSIBILITIES**

### **RETAIL OPERATIONS**

Offering the opportunity to envision a retail space from the ground up, this role will lead TDC’s evolving retail strategy by defining and driving guest-facing operational standards, reconfiguring and maintaining the bookstore space, and taking an imaginative approach to merchandising plans.

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- **Visual Merchandising:** Create and manage a process for attending to the physical set up of retail space. Manage execution of freelance visual merchandiser in executing optimal set up for retail display. Manage all fixture needs.
- **Webstore:** Manage all activities connected to online sales including, but not limited to, product offerings, inventory management, order processing and customer service.
- **In-Store Policies & Procedures:** Partner with TDC leadership to create, document and educate staff in-store operational matters. Examples include store opening/closing, merchandise changeover, supply ordering, visual merchandising standards, POS/store systems and inventory management.
- **Operations Training:** Develop and conduct store operations training for existing and new hires to enable staff to provide exceptional customer experiences and retain brand standards.
- **Procurement/Buying:** Create a process and framework for merchandise (re)orders, Drawing Paper stock and supplies to support new retail cycles. Manage freelance buyer in executing merchandising plan established by TDC leadership.
- **Limited Editions:** Oversee the development and production of TDC's Limited Edition program in close collaboration with Executive Director and senior leadership.
- **Inventory Control:** Monitor and execute inventory control initiatives such as cycle counts, physical counts and loss prevention programs.
- **Facilities Management:** Manage external vendors to support maintenance, cleaning and other services required to maintain brand standards. Act as the first line of defense for all maintenance requests and ensure they are resolved quickly.

#### **VISITOR SERVICES (CUSTOMER EXPERIENCE)**

This role is responsible for ensuring all front line experiences for guests are consistent with TDC's brand and mission.

- **Human Resources:** Manage all human resource/employee needs connected to the retail and visitor services operations. This includes, but is not limited to, managing weekly scheduling, overseeing ongoing training, and leading hiring of any new visitor services associates, conducting interviews, overseeing hiring, and weekly scheduling, approval of time and attendance.
- **Learning + Development:** Develop and administer staff training, including new staff orientation, as well as all necessary ongoing training needs related to product and exhibit information. Work closely with your team in a manner that fosters ascension within the organization. Develop and maintain a climate of achievement, engagement, and foster high staff morale and team collaboration.
- **Visitor Engagement:** Ensure all guest-facing interactions move to engage them in the exhibit, retail store and institution as a whole. Proactively assess visitor services and retail activities and recommend and implement enhancements and improvements.

- **Customer Service:** Respond to visitor and customer inquiries to ensure customer satisfaction.
- **Special Projects:** Liaise with departments throughout the institution for special staffing and logistical needs, and ensure internal and external programs are supported.

## **QUALIFICATIONS**

- Minimum 5 years in customer service experience, ideally in a museum or retail environment
- Minimum 3 years operational management experience
- Proven experience in successfully managing a team in a retail or customer-centric environment
- Effective written and verbal communication skills. Superior interpersonal and customer service skills.
- Self-starter, able to work independently and as part of a team and must have good time management skills.
- This position involves constant moving, talking, hearing, reaching, and standing.
- Must be able to function as part of a team and collaborate with team members.
- Must enjoy and derive energy from meeting and interacting with customers.
- Flexible with scheduling and available to work retail hours, which may include day, evening, weekends, and/or holidays, based on department and store/company needs.
- Must be able to work independently, set priorities, and follow and meet deadlines.
- Proficiency in Microsoft and Google programs
- Interest in or passion for contemporary art is a plus

**To apply, please email a resume to [jobs@drawingcenter.org](mailto:jobs@drawingcenter.org).**

Not sure you meet 100% of our qualifications? Research shows that men apply for jobs when they meet an average of 60% of the criteria. Yet, women and other people who are systematically marginalized tend to only apply if they meet every requirement. If you believe that you could excel in this role, we encourage you to apply.

Salary is commensurate with experience.

The Drawing Center is an Equal Opportunity Employer. The Museum does not discriminate because of age, sex, religion, race, color, creed, national origin, disability, marital status, partnership status, veteran status, gender (including gender identity), sexual orientation, or any other factor prohibited by law. The Museum hires and promotes individuals solely on the basis of their qualifications for the job to be filled. The Museum encourages all qualified candidates to apply for vacant positions at all levels. This description shall not be construed as a contract of any sort for a specific period of employment.