CUMMER MUSEUM
ART | GARDENS | EDUCATION

Employment Opportunity – Manager of Retail & Visitor Experience – Full-Time

The Cummer Museum of Art & Gardens seeks an experienced and engaging Manager of Retail & Visitor Experience to oversee the Museum's daily visitor experience and retail operations. Reporting to the Director of Retail & Visitor Experience, this position leads and develops a team of Visitor Associates, ensuring exceptional customer service, meaningful visitor engagement, and welcoming experiences throughout the Museum. The Manager oversees a broad range of responsibilities, including staff supervision, training and development, retail sales, merchandising, inventory management, and daily operational activities.

The Manager of Retail & Visitor Experience works collaboratively across the Museum to support efficient operations, foster a culture of respect, accountability, and excellence, and create memorable experiences for visitors. This role plays an important part in advancing the Museum's mission by encouraging repeat visits, strengthening community connections, and ensuring a consistently positive visitor experience.

Key Responsibilities

Team Leadership & Performance Management:

- Lead, supervise, and develop a team of Visitor Associates, establishing clear performance expectations, accountability, and consistent service standards.
- Manage all aspects of employee performance, including coaching, training, evaluations, corrective action, and professional development.
- Oversee recruitment, onboarding, scheduling, and staffing to ensure appropriate departmental coverage and operational efficiency.
- Develop and maintain a cross-training program to ensure Visitor Associates are proficient in both visitor engagement and retail operations.
- Foster a positive, collaborative, and high-performing team environment through effective leadership, communication, and employee engagement.

Retail Operations & Sales:

- Oversee daily operations of the Museum's retail shops, ensuring effective merchandising, product presentation, and an engaging shopping experience.
- Manage merchandising functions, including inventory management, product receiving, visual displays, vendor communication, and invoice processing.
- Monitor retail sales performance, identify opportunities for growth, and implement strategies to achieve departmental revenue goals.
- Train and coach Visitor Associates on product knowledge, suggestive selling techniques, and effective customer engagement.
- Ensure compliance with established financial procedures, including point-of-sale operations, cash handling, reconciliation, deposits, and recordkeeping.

Visitor Experience & Museum Stewardship:

- Ensure exceptional customer service and meaningful visitor engagement throughout the Museum's galleries, gardens, admissions areas, and retail shops.
- Oversee Visitor Associates in monitoring public spaces, safeguarding artwork and Museum property, and consistently enforcing visitor guidelines and policies.
- Identify and implement opportunities to enhance visitor engagement, service delivery, and the overall visitor experience.
- Ensure staff are knowledgeable about the Museum's exhibitions, collections, gardens, programs, and amenities to provide accurate information and assistance.
- Address and resolve escalated visitor concerns professionally while maintaining a welcoming, inclusive, and respectful environment.

Departmental Operations & Collaboration:

- Coordinate daily departmental activities to ensure efficient operations and consistent execution of established procedures.
- Maintain clean, organized, and professional visitor-facing spaces, including admissions areas, galleries, and retail shops.
- Collaborate with other Museum departments to support exhibitions, programming, special events, and institutional initiatives.
- Maintain consistent departmental communication regarding operational updates, procedures, expectations, and Museum priorities.
- Ensure adherence to Museum policies, safety protocols, emergency procedures, and operational standards.
- Perform other duties as assigned in support of the Museum's mission and operational needs.

Knowledge, Skills & Abilities:

- Bachelor's degree in Business Administration, Retail Management, Hospitality Management, or a related field preferred.
- Minimum of 5 years of progressively responsible experience in retail operations, including inventory management, merchandising, and sales performance.
- Minimum of 5 years of supervisory or management experience, with demonstrated success in leading, developing, and managing teams.
- Experience in retail buying, product selection, and vendor management preferred.
- Strong leadership and performance management skills, including the ability to establish expectations, provide constructive feedback, address performance concerns, and maintain accountability.
- Demonstrated ability to manage competing priorities, resolve conflicts, and exercise sound judgment in a fast-paced, customer-facing environment.
- Excellent communication and interpersonal skills, with the ability to interact professionally and diplomatically with visitors, staff, volunteers, donors, and vendors.
- Strong organizational, problem-solving, and decision-making skills, with attention to detail and operational efficiency.
- Proven ability to deliver exceptional customer service and support a positive visitor experience.

- Proficiency in Microsoft Office (Word, Excel, Outlook) and familiarity with retail point-of-sale and inventory management systems.
- Ability to work independently and collaboratively while maintaining a professional and positive representation of the Museum.
- Ability to work a flexible schedule, including evenings, weekends, and periods of increased visitor demand.

Physical Demands/Work Environment:

- Ability to occasionally lift, carry, push, or move materials and merchandise weighing up to 40 pounds, with or without reasonable accommodation.
- Ability to stand, walk, sit, and move throughout the Museum's galleries, gardens, retail shops, and office spaces for extended periods, including sitting for 6 or more hours during the workday and standing for 4 or more hours during events, as needed.
- Ability to perform duties in both indoor and outdoor environments, including occasional exposure to varying weather conditions.
- Ability to communicate effectively with visitors, employees, and colleagues and use computers, point-of-sale systems, and other equipment necessary to perform essential job functions.

Why You'll Love Working Here

We offer great benefits, but we also offer something you can't put a price on: the chance to spend your workdays in a Museum and historically significant gardens, surrounded by beauty, history, and creativity.

As part of the team, you will enjoy:

- Comprehensive coverage - medical, dental, vision, life insurance, telemedicine, short & long-term disability coverage.
- Planning for your future - 403(b) retirement plan with up to 5% employer match.
- Plenty of time to recharge - Generous paid time off and holiday schedule.
- Insider perks - Early access to exhibitions before they open to the public.
- Explore for free - Reciprocal membership and admission to more than 2,000 gardens and cultural institutions through:
  - AHS (American Horticultural Society)
  - NARM (North American Reciprocal Museum Association)
  - ROAM (Reciprocal Organization of Associated Museums)
  - SERM (Southeastern Reciprocal Museums)
- Everyday discounts - Employee discounts in our café and Museum shop.
- Room to grow - Competitive compensation and opportunities for professional growth.

Our Mission: To create art, garden, and learning experiences that spark discovery and well-being

Remote Work: None.
Direct Reports: Approximately 15–20 employees.
Schedule: Full-time, 40 hours per week, Tuesday through Saturday, with varying hours based on operational needs, including occasional evenings and additional weekend hours as required.

Salary Range: $56,000 - $61,000 Annually

Recruiting Timeline (Subject to Change)
Position Posted: November 2nd–11th, 2026
Application Review: November 11th–12th, 2026
First-Round Interviews (Virtual): November 13th–17th, 2026
Second-Round Interviews (On-Site): November 19th–20th, 2026
Candidate Selection & Conditional Offer: November 23rd–24th, 2026
Anticipated Start Date: December 14th, 2026, pending candidate suitability, successful completion of pre-employment requirements, and availability.

How to apply:
To be considered, you must submit the following:

1. Resume
2. Cover Letter
3. Salary Requirements

Send your application materials to: Email: jobs@cummermuseum.org

EQUAL EMPLOYMENT OPPORTUNITY POLICY
The Cummer Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

COMMITMENT TO DIVERSITY
The Museum is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. Our greatest strengths come from the people who make up our team. This commitment to diversity is embodied in company policy as well as the way business is conducted and the way we celebrate one another at the Museum.