



Museum Shop Manager — Job Posting

Title: Museum Shop Manager (Retail Operations & Revenue Growth)

Organization: Lizzadro Museum of Lapidary Art

Location: Oak Brook, IL (on site; limited travel)

Reports to: Executive Director

FLSA: Exempt

Compensation: Full Time \$65,000 - \$80,000 Based on Experience

Benefits: Medical, Dental, Vision, 401(k)

Target Start: June 1, 2026

Apply by: April 30, 2026 for full consideration

Role Scope and Measures of Success:

Oversee and scale the Museum's retail operation as a strategic, mission-aligned revenue source across the physical Shop and supporting online channels.

Success in this role is measured by year-over-year sales growth, profitability, and effective integration of the Shop into the Museum's exhibitions, programs, and membership initiatives.

Key responsibilities include:

- Lead Marketer and Salesperson, supervising sales staff and Shop inventory.
- Developing and executing a forward-looking merchandise marketing and retail strategy aligned with the Museum's mission and curatorial programming.
- Driving sales growth and margin performance through merchandising, inventory planning, pricing, and vendor relationships.
- Managing daily retail operations, including inventory control, POS administration, cash handling, reporting, and operational procedures.
- Planning and overseeing Shop promotions and marketing.
- Supervising, training, and scheduling retail staff to ensure excellent customer service and operational coverage.
- Serving as a key operational leader within the Museum, acting as senior staff on duty as needed and collaborating closely across departments.

Mission Context:

The Lizzadro Museum of Lapidary Art is dedicated to sharing with others the eternal beauty of gemstones and promoting the study of earth science. The Museum Shop supports that mission by offering visitors a tangible connection to the Museum's collections and exhibitions while serving as a vital source of public support for the non-profit Museum.

The Shop enhances the visitor experience and supports the institution's financial sustainability through thoughtfully curated, mission-aligned merchandise.



Qualifications:

Required

- 5+ years of retail management experience (specialty retail or comparable environment), including staff supervision, merchandising, buying, and cash controls.
- Strong marketing and sales experience with customer service orientation and proven staff leadership, including training and scheduling.
- Demonstrated experience with inventory planning, vendor relationships, and visual merchandising.
- Ability to safely lift and transport merchandise weighing up to 50 lbs., including stone sculptures and mineral specimens, as part of regular shop operations.
- Hands-on experience with retail reporting and basic analytics (e.g., POS or e-commerce reports).
- Experience administering POS systems and payment processing (Retail Pro or similar).

Preferred

- Experience in museum/nonprofit retail or themed specialty retail (e.g., jewelry, decorative arts, natural history).
- Knowledge of or strong interest in jewelry, gemstones, geology, or decorative arts.
- Experience with e-commerce platforms (WooCommerce or similar).
- Bachelor's degree or equivalent professional experience; comfort with basic retail accounting concepts.

Schedule & Work Environment:

- Full-time, on-site position in a small, collaborative museum environment.
- The Museum hours are Tuesday through Saturday, 10:00 AM - 5:00 PM and Sundays, 12:00 - 4:00 PM; the Museum is closed on Mondays.
- Regular weekend availability is required; Sunday shifts are scheduled according to Museum operating hours.
- Occasional evening hours are required for special events and programs.
- Some travel may be required for buyer markets or trade shows.
- Opportunity to work closely across departments with meaningful visibility and growth potential.

Additional Incentive Structure:

Evaluated by year-over-year sales growth, profitability, and effective merchandise turnover.

How to Apply:

Email a resume and brief cover email to kbrill@lizzadromuseum.org with subject 'Lizzadro Museum Shop Manager – [Your Name]'.

Please include a list of two to three references, and a link to any relevant portfolio (e.g., marketing, e-commerce sites or campaigns you've managed).