The Solomon R. Guggenheim Foundation is seeking a Director of Retail Strategy and Operations. As leader of the Retail Department, the Director of Retail Strategy and Operations is responsible for creating a retail presence that enhances and promotes the Guggenheim brand; optimizing operational efficiencies to maximize profitability and creating long term strategies to grow net revenue; creating top-down product strategy for the New York Guggenheim stores both in-store and online; directing visual merchandising, operations, and customer service; driving retail marketing, promotions, and PR; financial management, reporting, and inventory control; and interfacing with retail managers in Guggenheim affiliate museums.

Founded in 1937, the Solomon R. Guggenheim Foundation is dedicated to promoting the understanding and appreciation of art, primarily of the modern and contemporary periods, through exhibitions, education programs, research initiatives, and publications. The Guggenheim network that began in the 1970s when the Solomon R. Guggenheim Museum, New York, was joined by the Peggy Guggenheim Collection, Venice, has since expanded to include the Guggenheim Museum Bilbao (opened 1997) and the Guggenheim Abu Dhabi (currently in development). Looking to the future, the Guggenheim Foundation continues to forge international collaborations that take contemporary art, architecture, and design beyond the walls of the museum. More information about the foundation can be found at guggenheim.org.

Key Responsibilities:

• Responsible for long and short-term retail strategy both in-store and online. Create five year business plan with corresponding financial projections for revenue and expense with minimum growth benchmarks and vet with Executive Staff (Senior Deputy Director/COO and CFO). Ensure that the requisite structures, systems, and procedures are in place to implement the agreed strategies.

• Prepare and vet the annual Budget. Provide regular and accurate reporting to Finance department and ensure that board reports reflect accurate, up-to-date performance data.

• Through direct reports, responsible for all areas of operations, including product, sales, stock, customer service, e-commerce, financial, and inventory controls. Ensure that customers receive the highest standards of customer service and sales expertise at all times.

• Product: With the Merchandise Managers, develop and implement the museum’s product development and procurement strategies. Protect supplier relationships to ensure high service levels and optimum terms and conditions. Ensure that existing ranges of merchandise are developed and procured efficiently, maximize sales and profitability, are aligned with
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Guggenheim image/brand, and that all necessary copyright clearances, lender approvals, curatorial and design approvals are obtained.

• Ensure retail spaces are presented and merchandised to a high standard at all times and that visual merchandising maximizes sales.

• Develop a sales and promotional program that maximizes sales opportunities with exhibitions, museum activities, and customer seasonality.

• Work with HR to ensure that recruitment is timely, staff is of highest caliber, and functional training program is in place.

• Represent the retail function across the museum; understand museum program and activities; and identify retail sales opportunities.

• Meet annual sales and profit targets within agreed Budget levels.

• Meet key performance indicators, including customer service, sales per visitor, margins, product time to market, and stock control.

• Manage stock turns and shrinkage.

• Ensure the Retail Buying operation procures products of appropriate quality, are supplied at best terms to the museum, that stock is at optimum levels, and write offs are minimized.

• Ensure the Retail Sales operation maximizes sales, has agreed merchandise and promotion plans, optimum staff levels, and that staff are properly trained.

• Create a strong customer service focus across the retail sales function and ensure that the customer is central to all activities and decisions.

• Ensure that the e-commerce operation has suitable product developed and available for supply.

Qualifications and Requirements:

• Bachelors with business major a must, MBA preferred.

• 10 years+ in a senior position in retail management and product development for a high profile retailer. Luxury brands or cultural institution experience preferred. Includes retail operations experience for businesses in excess of $6 million gross annually.

• Experience managing staff of 25 or more, including direct reports in financial control, product development, sales, stock, and marketing.

• Extensive experience with product development with retail price points of $10.00 - $5,000.

• Experience managing IP and copyright clearances a must.

• Experience of managing a large Buying function. This includes developing product from concept to market from a wide supplier base. Specific skills are required in management of trading margin, maximizing financial yields, and supply chain management.
Experience of managing a complex shop floor operation. This includes managing multiple retail units, seasonality of demand, and an international customer base.

Significant senior retail experience which has included development of strategic plans and change management.

Strong financial skills ranging from interpretation of retail data to management accounts and budgeting.

Flexible and collegial approach.

A leader who can inspire a large and diverse team in a dynamic environment.

Ability to identify areas of change, recommend future actions, and manage implementation.

Authority and flexibility in coordinating and influencing activities across a complex organization with diverse agendas.

Project management skills with an ability to see things through to completion in a challenging environment.

A strong commitment to align the business operation with the customer’s needs.

A positive, can-do approach; one that wants to test new things and seeks continual improvement.

Ability to balance the needs of commercial performance with the ethos of the organization.

The Guggenheim offers a competitive salary and excellent medical, dental, life, disability, and retirement plan coverage. Our staff also enjoys generous vacation, sick leave and personal days, access to a variety of cultural institutions, discounts to museum stores, and a stimulating and collegial work environment.

Qualified applicants please send your resume and cover letter, including salary expectations, to employment@guggenheim.org. Indicate the job title “Director of Retail Strategy and Operations” in the subject line.

The Solomon R. Guggenheim Foundation is an equal opportunity employer.