



AIR FORCE MUSEUM FOUNDATION, INC.

SATELLITE STORE FLOOR SUPERVISOR POSITION OPENING

The Air Force Museum Foundation seeks a full-time Satellite Store Floor Supervisor.

Introduction

The Air Force Museum Foundation (AFMF) was chartered in 1960 as a philanthropic corporation with the purpose of supporting the National Museum of the United States Air Force (NMUSAF).

The Foundation works to raise funds and awareness in support of the Museum's mission - to inform and educate the public on the important role of the U.S. Air Force in the nation's defense. To date, the Foundation has raised nearly \$100M from donors to fund the capital construction costs for the world's largest military aviation museum. In addition, donors help to restore aircraft, educate the public, install new exhibits, hold special events, support volunteers, and maintain a world-class collection.

Position Description

The Satellite Store Floor Supervisor works with a team of highly motivated sales associates to provide exceptional customer service experience to visitors. This position maintains the operational and organizational standards of the Museum Store and the Satellite Store with oversight of the daily operations.

The Satellite Store Floor Supervisor must be able to maintain customer satisfaction and assist in meeting monthly sales goals. In addition to being an excellent communicator, the successful candidate should demonstrate outstanding interpersonal skills.

The Satellite Store Floor Supervisor is part of the AFMF Retail Team and works under the direct supervision of the Manager, Retail. This position supervises Sales Associates on duty. This position is supervisory, full-time, hourly, and non-exempt.

Duties and Responsibilities

The Satellite Store Floor Supervisor will have the following areas of responsibility:

Leadership

- Supervise by example to set tone for performance expectations, creating and fostering a positive environment where employees feel valued and appreciated.
- Communicate effectively by speaking, listening and writing in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.





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- Foster teamwork by working cooperatively and effectively with others to resolve problems and make suggestions that enhance organizational effectiveness.
- Assess situations to determine next steps in seeking guidance for decision making.
- Assess problem situations to identify causes, gather and process relevant information, and make recommendations and/or resolve the problem.

Supervision

- Responsible for setting performance expectations, and, when necessary, reporting performance/behavior issues with Director, Retail, Manager, Retail, and AFMF HR for all staff working in the Satellite Store.
- Supervise and motivate team to increase sales and ensure efficiency. Assist in helping the Museum Store and the Satellite Store teams reach, and when possible, exceed, defined performance expectations.
- Working with Manager, Retail for all on-boarding and on-going training for Satellite Store staff to include POS software. Maintain knowledge base of POS system to include back office and support functions.
- Build effective working relationships with AFMF and NMUSAF colleagues to support visitor-centric activities that take place during normal and extended hours.
- Provide necessary training in all operations to include security and emergency procedures.
- Update colleagues on business performance and other pertinent issues.

Operations

- Responsible for assuring high quality customer service at all times.
- Responsible for maintaining the Museum Store and the Satellite Store to ensure adequate stock levels during hours of operation in a clean and attractive manner. Inform Purchasing Office of low stock inventories. Inform Purchasing Office of additional products not presently offered in Store, but requested by a significant number of customers, as well as new, innovative, and appropriate items for future sale.
- Responsible for the condition, stocking, display, and accountability of inventory in Store and Store storage areas. High value items will be specifically accounted for and secured.
- Execute established policies and procedures to assure effective supervision and control of Satellite Store operations.
- Responsible for maintaining and requesting as needed all signage, pricing and proper barcodes.
- Assure merchandise is properly priced.





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- Use information technology to record sales.
- Ensure standards for quality, customer service and health and safety are met.
- Respond to customer complaints and comments.
- Coordinate for special promotions, displays and events.
- Collaborate with AFMF colleagues to ensure seasonal and exhibit-based décor is in place in the Store.
- Participate in Museum Store/Satellite Store meetings.
- Perform sales as required.

Funds Control

- Control each day's receipts from the Museum Store/Satellite Store, prepare transmittal sheets, and secure funds in the Cash Office vault.
- Maintain, account for, and secure all funds in Retail safe.

Inventory Control

- Responsible for replenishing all product from storage and deliveries to Store floor.
- Maintain workstation supplies and workstation appearance to be visitor ready at all times.
- Responsible for reporting on needs for all cleaning supplies utilized in the store.
- Support required for year-end physical inventory preparation and processes.
- Other duties as assigned.

Qualifications

- Computer literate; proficient with Microsoft Office suite.
- Strong interpersonal and written and oral communication skills.
- Customer-focused; service-oriented.
- Flexibility, enthusiasm, and professionalism to work effectively with military leaders, corporate and community leaders, Foundation Board members, and Museum/Foundation diverse constituents.
- Self-motivated with the ability to exercise considerable independence in the performance of day-to-day duties.
- Strong organizational skills; ability to perform multiple projects simultaneously with good attention to detail.

Minimum Education and Experience Requirements

- 2+ years supervisory experience/experience in snack store/retail sales and operations preferred.
- Experience with Retail POS systems preferred, such as RetailPro.





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Physical and Environmental Requirements

- Frequent bending, kneeling, and lifting up to 50 lbs.
- Frequent standing, walking and reaching around the theater.
- Noise level may be moderate to high at times.
- Be able to work in a standing position for extended periods of time.

Job Location:

- Dayton, OH (on-site at the National Museum of the USAF).

Compensation

- **Pay Rate:** \$20.96/hour.
- **Benefits:** Health Insurance, Dental Insurance, Vision Insurance, Short-term Disability Insurance, Life Insurance, Employee Assistance Program, Paid Time Off (PTO) Leave, paid federal holidays, 401K Plan with employer match of 100% up to 5% of employee salary.

Other Significant Facts

- The National Museum of the United States Air Force is open seven (7) days a week, from 9:00 am – 5:00 pm, and on select evenings for special events. Candidate must be able to work to meet those needs, as necessary. Weekend hours are required of this position.
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.
- The Air Force Museum Foundation is an equal opportunity employer and does not discriminate on the basis of any characteristic protected by law.
- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

AFMF Vision:

To educate, inspire, and connect the world to Air and Space.

AFMF Mission:

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

AFMF Core Values:

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:





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Passion – Performing our roles with purpose, pride, and a positive attitude.

Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment.

Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures.

Respect – Committed to an inclusive and collaborative work environment.

Interested applicants should submit applications to:

The Air Force Museum Foundation, Inc.

hiring@afmuseum.com

Please include your resume and cover letter as email attachments.

Please include your first and last name in the titles of these attachments.

