



## RETAIL STORE SELLING SUPERVISOR

FLSA Classification: Full-Time, Non-exempt

The Country Music Hall of Fame® and Museum Department of Operations

*Applications are accepted electronically [HResources@countrymusichalloffame.org](mailto:HResources@countrymusichalloffame.org)*

The Country Music Hall of Fame® and Museum has an opening for a full-time non-exempt Store Selling Supervisor in one of our retail store locations.

**Company Overview:** The Country Music Hall of Fame® and Museum seeks to collect, preserve, and interpret the evolving history and traditions of country music. Through exhibits, publications, and educational programs, the museum teaches its diverse audiences about the enduring beauty and cultural importance of country music. See all available opportunities here: [Employment](#).

**Departmental Overview:** The retail department is comprised of 4 distinct retail store locations as well as e-commerce and wholesale. It is the department's mission provide a positive customer experience while generating vital revenue for the institution.

**Job Overview:** The selling supervisor leads a team of Sales Associates to engage with customers and visitors, selling merchandise and informing customers about product features and information about CMHOF and its' exhibits. Selling supervisors are the in-store customer service manager and leader.

### Specific Job Duties:

- Actively greet and assist customers and visitors
- Complete sales transactions through the use of a POS system
- Learn and disseminate information about CMHOF history and exhibits
- Be aware of daily sales goals and work toward meeting them
- Communicate goals, procedures and customer service guidelines to Sales Associates
- Assure store is fully stocked and advise when inventory is running low
- Complete daily closing routine with accuracy
- Complete work schedule for store to maximize staffing during high traffic periods

### Minimum Qualifications:

- High School diploma
- 3-5 years' retail experience

### Preferred Qualifications:

- College degree or college courses in a related field a plus
- 1-2 years' supervisory experience in a retail environment
- Knowledge of Country Music

### Essential Competencies (Knowledge, Skills and abilities needed for success in the position):

- Ability to multi-task and problem solve
- Upbeat and energetic



**Conditions of Employment:**

- Punctuality and reliability
- Must be able to work a flexible schedule including weekends, evenings and some holidays
- Must be able to lift 50lbs
- Must pass a background check