

Retail Coordinator

Full-Time (40 hours/week), Exempt

Reports to: Director of Retail and Creative Commissions (Retail Director)

Pittsburgh Glass Center (PGC) is a nonprofit arts organization dedicated to glassmaking, education, and community engagement. We welcome artists, students, and visitors from around the world and strive to create an inclusive, inspiring environment for all who walk through our doors.

The Retail Coordinator is a creative, detail-oriented role at the intersection of retail and visitor experience. Working closely with the Retail Director and Retail/Exhibitions Apprentice, this position supports the day-to-day operations of the PGC Shop while helping shape an engaging retail environment. This role balances hands-on retail responsibilities (approximately 20 hours per week) with front desk coverage and shipping coordination (approximately 20 hours per week). The Retail Coordinator plays a key role in visual presentation, artist-driven story telling, and supporting the overall visitor experience and Visitor Services Team.

Essential Duties and Responsibilities

RETAIL OPERATIONS (APPROX. 20 HRS/WEEK):

Merchandising

- Supports Retail Director in delivering retail training and maintaining high standards for customer service, sales techniques, and attentiveness.
 - Supports retail training and upholds strong customer service expectations and sales practices.
 - Assists with POS system maintenance and stays current on updates and policies.
- Works alongside the Retail Director to merchandise the store and execute seasonal displays and product rotations.
 - Meets weekly with the Retail Director to discuss strategy, priorities, and sales goals.
 - Maintains standards for in-store presentation, signage, and storytelling.
 - Coordinates rotating artist highlights in coordination with the marketing team.
 - Regularly restocks merchandise, maintains displays, and ensures a clean and welcoming retail space.
 - Delegates routine retail tasks (restocking supplies, dusting, organizing) to Visitor Service assistants.
 - Occasionally represents the PGC Shop at off-site retail events and craft shows.
 - Tracks retail supply inventory and submits order requests.

Inventory, Point-of-Sale & Reporting

- Maintains accurate inventory records using Point-of-Sale software (Square).
 - Assists with inventory management, including counts, labeling, and restocking.
 - Creates, organizes, and streamlines POS categories, items and discounts to support ease of use and reporting.
- Assists with order fulfillment, tracking, and inventory updates through online sales platforms.
- Communicate with the Finance Department regarding items received, invoices, deposits, cash drawer reports, and change orders.
- Collaborates with the Retail Director on seasonal mosaic kit designs and sales goals.
 - Schedules and manages production timelines for mosaic kits.
 - Monitors inventory needs and coordinates kit assembly ahead of key sales periods.

Gallery Sales & Invoicing

- Works with the Retail Director and Exhibitions team to create and maintain gallery sales sheets.
- Collects and organizes consignment forms and artist sales information.
- Collections and organizing consignment forms and artist sales information for shows.
- Coordinates invoicing for gallery sales, retail purchases, commissions, and shipping requests.
- Coordinates buyer pickups and shipping for gallery sales.

VISITOR SERVICE OPERATIONS (APPROX. 20 HRS/WEEK):

Desk Coverage, Coordination & Events

- Participates in weekly front desk coverage and maintains a visitor-facing presence during scheduled hours, including evenings, weekends, and events as needed.
- Works collaboratively with the Visitor Services Coordinator to schedule and delegate routine retail and shipping tasks.
- Has a keen awareness of the event and programming calendar, staffing needs, and how they relate to retail.
- Provides mentorship and leadership to the VS team, fostering strong customer service and retail professionalism.
- Actively contributes ideas to improve retail processes, customer experience, and operational efficiency.

Staff Supervision & Training

- Supports Visitor Service operations by tracking progress and ensuring follow through on retail, shipping, and communication tasks.
- Trains new Visitor Service staff on retail policies, sales practices, equipment, and customer service standards.
- Supports staff in navigating challenging customer interactions using a calm, solutions-oriented approach.
- Works with the Visitor Service Coordinator to schedule training.

Shipping Coordination

- Coordinates shipping processes for retail, gallery sales, workshops, MIN items, and special requests.
 - Prepares shipping paperwork, invoices, labels, and coordinates pickups.
 - Delegates weekly shipping tasks to Visitor Services staff.
- Maintains a clean, organized, and well-stocked shipping area. Regularly inventories and restocks shipping supplies as needed.
- Maintains an accurate and organized tracking system for all shipments for Finance.

Knowledge, Skills and Abilities

- **Retail & Merchandising:** Visual merchandising skills and attention to presentation.
- **Organization & Administrative Skills:** Highly organized with a strong attention to detail; able to manage multiple workflows (retail, desk coverage, shipping, events).
- **Customer Service:** Professional, approachable, and solutions oriented with a commitment to a high-quality visitor experience.
- **Inventory & Data Management:** Comfortable with inventory systems, spreadsheets, and reporting tools.
- **Collaboration:** Works efficiently across departments and contributes positively to a team-oriented workplace.
- **Technical Proficiency:** Comfortable learning new systems and tools, including POS software, scheduling platforms, and standard office software.

Education/Experience Requirements

- Experience in retail operations, gallery sales, visitor services, or a related field.
- Experience with inventory management, merchandising, and POS systems preferred.
- Experience supporting or supervising staff, including training and task delegation.
- Ability to work some evenings, weekends, and events. Current schedule for the position is Sunday to Thursday.
- Interest in arts, culture, education, and mission-driven organizations strongly preferred.

Not sure you meet all our expectations? Don't think of this job description as a mandatory, comprehensive list. If you believe that you could excel in this role, we encourage you to apply. Whether you're new to arts and culture administration, returning to work after a gap in employment, or simply looking to transition, we would love to hear from you. Use your cover letter to tell us about your interest in the arts and what you could bring to this role.

Physical Demands

The physical demands described here are representative of those required to successfully perform the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. The work environment is typical of a retail and office setting.

Salary & Benefits

- \$36,000 annual salary
- 20 paid vacation days, 12 sick days, 9 closure days and 2 floating holidays per year
- Class credit up to \$2,000 annually for complimentary classes at PGC
- Employer-matched SIMPLE IRA after one year of employment

Commitment to Diversity, Equity, & Inclusion

PGC is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. PGC does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other PGC-administered programs and activities. All of our employees' points of view are key to our success, and inclusion is everyone's responsibility.

Reasonable Accommodations

Pittsburgh Glass Center is committed to accessibility, diversity, equity, and inclusion in all aspects of the hiring process. If you have a disability and would like to request a reasonable accommodation, or have feedback for how Pittsburgh Glass Center can make our hiring process more accessible for neurodivergent people, people with disabilities, and diverse communities, please contact Heather McElwee at heather@pittsburghglasscenter.org.

To Apply

Please submit a resume and an introductory email paragraph describing your interest and relevant experience to jobsearch@pittsburghglasscenter.org with the subject line: "Retail Coordinator Application." Applications will be reviewed on a rolling basis until the position is filled.