



Position: Museum and Retail Operations Manager

Reports to: Director of Finance & Administration

Supervises: Extreme Mount Washington Museum Attendants (seasonal)

Updated: July 2026

Job Summary

Join Our Team at the Home of the World's Worst Weather™. For more than ninety years, Mount Washington Observatory (MWOBS) has operated a world-renowned weather station atop Mount Washington, the highest peak in the Northeast. We are dedicated to advancing understanding of the natural systems that create Earth's weather and climate through research, education, and observation.

The Museum and Retail Operations Manager plays a critical leadership role in supporting this mission through the successful operation of the Extreme Mount Washington (XMW) Museum, Observatory retail programs, and volunteer engagement activities. This position combines museum operations, retail management, staff supervision, inventory and merchandising oversight, budgeting, and customer engagement. The successful candidate will be an organized leader, a strong communicator, and someone who thrives in a dynamic mission-driven environment.

To be considered for this full-time, year-round role, applicants should submit a resume, cover letter and three references jobs@mountwashington.org. Please reference "Museum and Retail Operations Manager" in the subject line. No phone calls, please. A complete description of job responsibilities can be found below.

Primary Duties and Responsibilities:

Extreme Mount Washington Museum Operation

Lead daily operations of the Extreme Mount Washington Museum (XMW) located within the Sherman Adams Building at Mount Washington State Park.

- Recruiting, hiring, training, scheduling, supervising, and evaluating seasonal museum staff.
- Ensuring safe, efficient, and professional museum operations.
- Maintaining exceptional visitor experiences that support the Observatory's educational mission.
- Managing museum merchandising displays, inventory and gathering items needed for fulfillment of online orders.
- Weekly travel to the summit during the May through October museum season to support staff and volunteers.
- Serving as a museum attendant when operationally required.
- Supporting and coordinating with education, scientific, and facilities staff regarding exhibits and museum programming.

Retail Operations Management

Provide strategic and operational leadership for all Mount Washington Observatory retail activities, including:

- XMW Gift Shop

- Washburn Gallery retail operations
- MWOBS Online Store
- Brick-and-Mortar partnerships

Responsibilities include:

- Product selection, purchasing, and merchandising.
- Development of custom and branded merchandise.
- Vendor relationship management and purchasing negotiations.
- Development of brick-and-mortar partnerships for sale of MWOBS retail items year-round.
- Receiving, inventorying, pricing, and stocking merchandise.
- Inventory management.
- Online store operations including web site maintenance and order fulfillment.
- Financial reporting, sales analysis, forecasting, and performance tracking.
- Development and management of the annual retail operating budget.
- Identifying opportunities to improve revenue, customer experience, and retail performance.

Volunteer Program Support

In partnership with the volunteer program coordinator:

- Assist with selection and orientation of summit volunteers.
- Support volunteer engagement for museum operations, museum docents, and retail assistance.

Organizational Support and Community Engagement

- Serve as a knowledgeable and enthusiastic ambassador for Mount Washington Observatory.
- Engage visitors, members, donors, and the public in support of MWOBS's mission.
- Answer questions regarding Observatory programs, weather station operations, and visitor experiences.
- Assist with special events, trade shows, membership outreach, and donor engagement initiatives.
- Perform other duties as assigned.

Supervisory Responsibilities

- The Museum and Retail Operations Manager directly supervises seasonal museum personnel and provides oversight of volunteers helping with museum and retail operations.
- This position has responsibility for hiring, performance management, and disciplinary actions, including termination recommendations and decisions for museum attendants.

Qualifications

Required

- Bachelor's degree or equivalent combination of education and relevant experience.
- Minimum of three to five years of progressively responsible experience in retail, museum, visitor services, hospitality, nonprofit operations, or a related field.
- Experience supervising and leading staff.
- Strong customer service and public engagement skills.
- Experience with budgeting, inventory management, and operational planning.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office and retail point-of-sale systems.
- Ability to lift and carry up to 50 pounds.
- Valid driver's license and willingness to drive Observatory vehicles, including travel on the Mount Washington Auto Road.

- Ability to work occasional evenings, weekends, and holidays.

Preferred

- Experience with Shopify or other e-commerce platforms.
- Experience working in museums, visitor centers, educational institutions, or nonprofit organizations.
- Familiarity with Mount Washington Observatory and the White Mountains region.
- Interest in weather, climate science, outdoor recreation, and environmental education.

Work Environment and Schedule

This position is primarily an on-site role based in North Conway, New Hampshire. Core business hours are generally 9:00 a.m. to 5:00 p.m., Monday through Friday. While flexible scheduling and limited remote work opportunities may be available when operationally feasible, the position requires a significant on-site presence to support staff, retail operations, inventory management, volunteer coordination, and organizational activities.

During the May through October museum season, the position is required to spend time supporting operations at the summit, particularly when introducing and training new staff or assisting during periods of increased operational need. This involvement provides valuable opportunities to engage with Observatory staff across both the valley and summit locations while also contributing to the visitor experience.

Traveling weekly to the summit during the May through October museum season to support staff and volunteers, address operational needs, monitor museum and retail activities, and assist with inventory replenishment. A consistent on-site presence at the summit is expected while the museum is open, including regular visits during staff shift changes to meet with summit attendants, provide support and coaching, and maintain strong communication. Additional visits each week are anticipated to ensure effective operations, staff engagement, and inventory management, subject to operational needs and transportation availability.

Occasional flexibility in scheduling, including evening, weekend, and holiday hours, is expected to support museum operations, special events, trade shows, volunteer activities, and other organizational needs.

Compensation and Benefits

This position is salaried and exempt from overtime requirements under applicable wage and hour laws. This position qualifies for the standard benefits package for full-time employees. Current employee benefits include generous paid time off, all 12 paid federal holidays, health, vision, and dental insurance, New Hampshire paid family leave, short and long-term disability insurance, a retirement plan after six months of service, complimentary gear from our sponsors and discounts on our retail items, in addition to other benefits. The salary range for this position is \$44,300 to \$50,000, depending on qualifications and experience.

Employment Status

Mount Washington Observatory is an Equal Opportunity Employer. Employment with MWOBS is at-will and may be terminated by either the employee or MWOBS at any time, with or without cause or notice, as permitted by New Hampshire law.