



CUSTOM HOUSE QUARTER LIMITED



#JOB-2412860



The Chq Building, North Wall Quay, Dublin 1,
D01 R9Y0



No of positions : 1



Paid Position



37.5 hours per week



30000.00-33500.00 Euro Annually



19/09/2025



05/10/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://epicchg.bamboohr.com/careers/78>



Open your camera
app & point here
to view this ad
online



EPIC Museum Gift Shop Supervisor

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

As our Gift Shop Supervisor, you'll bring energy, creativity, and a passion for storytelling to one of Ireland's most inspiring cultural spaces. We're looking for a seasoned retail professional with a flair for merchandising and a proven ability to drive sales in a dynamic retail environment. This isn't just about running a till — it's about curating a shop that's as much a part of the EPIC story as the exhibitions themselves, and ensuring it meets and exceeds sales targets.

From eye-catching displays that reflect our exhibitions to warm welcomes that make every guest feel at home, you'll make the shop an unforgettable part of the EPIC experience.

What you'll do:

- Lead and motivate a small, friendly team to deliver exceptional visitor service and consistently meet sales goals
- Take ownership of visual merchandising — designing and refreshing displays that connect with EPIC's themes, seasons, and special events, while maximising sales potential
- Use your retail expertise to plan, monitor, and maintain stock levels, ensuring the right products are always in the right place at the right time to optimise sales
- Manage day-to-day operations — tills, cashing up, sales reporting, and smooth shop running
- Share rich product knowledge rooted in Irish culture, craft, and storytelling to encourage purchases and repeat visits
- Monitor KPIs, analyse sales trends, and work proactively to increase conversion rates and average transaction values

What you bring:

- 3+ years' retail experience with a strong track record in merchandising and sales growth, ideally in a museum, heritage site, or gift shop setting
- A proven eye for retail presentation — you know how to create displays that invite exploration and encourage purchases

- Demonstrated ability to meet and exceed sales targets through a mix of great service, clever merchandising, and strategic stock management
- Excellent communication and people skills, with a warm, visitor-first approach that translates into stronger sales performance
- A love for Irish heritage and the ability to weave it into the retail experience to inspire buying decisions

Apply for the job

1. Please send your CV and include a short cover letter, telling us why you would like to work in EPIC and why you think you would be a good fit for the role.
2. You must be eligible to work in Ireland at the time of application and hold valid work authorisation for a minimum of 12 months from your application date. **Applications without valid work permission will not be considered**

At EPIC The Irish Emigration Museum, we are proud to be an equal opportunity employer and welcome applications from individuals of all backgrounds, regardless of race, ethnicity, gender, sexual orientation, age, religion, disability, or any other protected characteristic. We strive to create an environment that embraces and celebrates the differences among our employee

- **Sector:** arts, entertainment and recreation

Career Level

- Managerial