

ALASKA WILDLIFE CONSERVATION CENTER JOB DESCRIPTION

Title: Retail Manager
Category: Full time Year-round
Reports To: Director of Operations
FLSA Status: Non-Exempt

Supervises

- Retail and Admissions departments
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General Function

Responsible for the direction of all retail and admissions operations and staff, through leadership and management for profitability and growth.

Major Activities (Typical Duties/Responsibilities)

- Ensures effective and clear communication with the Director of Operations, as well as all other AWCC department managers and staff.
- Ensures a productive, respectful, and positive work environment. Assists other departments as directed to ensure a team atmosphere.
- Manages the retail and admissions departments on the ongoing operations and development of the retail and admissions operations based on profit and ROI.
- Ensures management of the development of the retail and admissions operations inclusive of, but not limited to:
 - a. Gift Shop
 - b. Online store
 - c. Ticket Booth
- Analyzes sales data to ensure appropriate stock levels of retail store products on an ongoing basis
- Create annual buying plan recommendations for Executive Director and Board approval
- Manages inventory levels to ensure dated stock is kept to a minimum and overall inventory return is maximized
- Executes annual full inventory count and monthly spot/cycle counts to confirm system inventory level. Proactively addresses issues with loss prevention strategies.
- Designs store layout for profitability
- Ensures accounting principles are adhered to and followed for accuracy and accountability.
- Ensures all money is accounted for properly.
- Responsible for management & development of permanent and seasonal hires.
- Participates in the marketing efforts in cooperation with the Sales & Marketing Department.

- Maintains computer system for security, accuracy, & efficiency
- Assures staff compliance with policies and procedures.
- Maintains operations to established budget, keeping expenses to a minimum
- Implements general policies established by the Executive Director and Board of Directors.
- Assists in keeping the retail building and restrooms clean and tidy always
- Monitors online sales
- Research improvements to overall operations and cost savings on a regular basis including freight, merchant providers, local artists, computer efficiency, software, and bank fees.
- Performs other incidental and related duties as required and assigned.

Required Skills/Abilities

- Ability to work in a team environment to help achieve AWCC's goals and objectives.
- Strong communication skills, both written and oral.
- Must possess a positive and respectful attitude.
- Excellent customer services skills.
- Exceptional work ethic, attention to detail and time management skills.
- Highly proficient sales and cash handling skills.
- Ability to compromise, listen, learn, understand, and follow instructions and directions.
- Knowledge of retail operations, including practices and techniques of inventory control, merchandising, transaction processing and reporting, and retail products.
- Skill in operating personal computer utilizing a variety of computer software.
- Skill in establishing and maintaining cooperative working relationships with other employees.
- Ability to work directly with the public, providing information and assistance as needed.
- Ability/willingness to learn and pass on to customers those areas of interest to visitors, such as local history, people, culture, geography, etc.
- Must be able to work a flexible schedule as needed including weekends.
- Proven ability to effectively lead in a fast-paced environment
- Efficient and organized

PREFERRED QUALIFICATIONS (education, experience, skills)

- Business degree with understanding of retail operations
- A minimum of 3 years of retail management experience.
- A minimum of 3 years of working with Retail Inventory POS computer system preferred.

DATE: _____ EMPLOYEE PRINTED NAME: _____

EMPLOYEE SIGNATURE: _____