

Alaska Wildlife Conservation Center

Retail Manager

ALASKA
WILDLIFE



CONSERVATION CENTER

Position : Retail Manager

Status : Full-time, Year Round

Reports To : Director of Operations

FLSA Status: Non-Exempt

Wage: \$60,000 / yr

Under the supervision of the Director of Operations, this position is responsible for AWCC's Retail department, including training Gift Shop staff, managing Gift Shop inventory, designing store layout, and ensuring money is accounted for properly. The Retail manager will ensure effective and clear communication with the Admissions Manager, as well as all other AWCC department managers and staff, and foster a productive, respectful and positive work environment.

JOB DUTIES

- Ensures effective and clear communication with the Executive Director, 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 Department on ongoing operations and development based on profit and ROI.
- Cross-trains with the Admission Department on daily and monthly reporting and cash handling.
- Ensures management of the development of retail operations inclusive of, but not limited to Gift Shop and Online Store.
- Analyzes sales data to ensure appropriate stock levels of retail store products.
- Creates annual buying plan recommendations for Executive Director and Board approval.
- Works with Executive Director and Board on determining new inventory based on AWCC's mission.
- 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 marketing efforts in cooperation with the Sales & Marketing Department.
- Maintains computer system for security, accuracy, & efficiency.
- Performs other duties as assigned
- 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.
- 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.

NECESSARY SKILLS

- 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 service 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.

QUALIFICATIONS

Preferred:

- A minimum of 3 years of related retail management experience
- A minimum of 3 years of working with Retail Inventory POS computer system preferred.
- Business degree with understanding of retail operations
- A positive attitude and strong work ethic

Benefits:

- 11 paid holidays including employee's birthday
- Generous PTO package
- 30 hours of sick leave
- Health, Dental & Vision Insurance
- 4-10 work schedule

WORKING CONDITIONS

Constant sitting/standing with public interaction and communication; must be able to lift/move up to 50 pounds. The environment is dusty with a need for constant cleaning. At times, Portage Valley can receive very high winds and prolonged amounts of rainfall. This is a non-smoking, non-vaping facility.

DATE: _____

EMPLOYEE PRINTED NAME: _____

EMPLOYEE SIGNATURE: _____